

Fig. 1

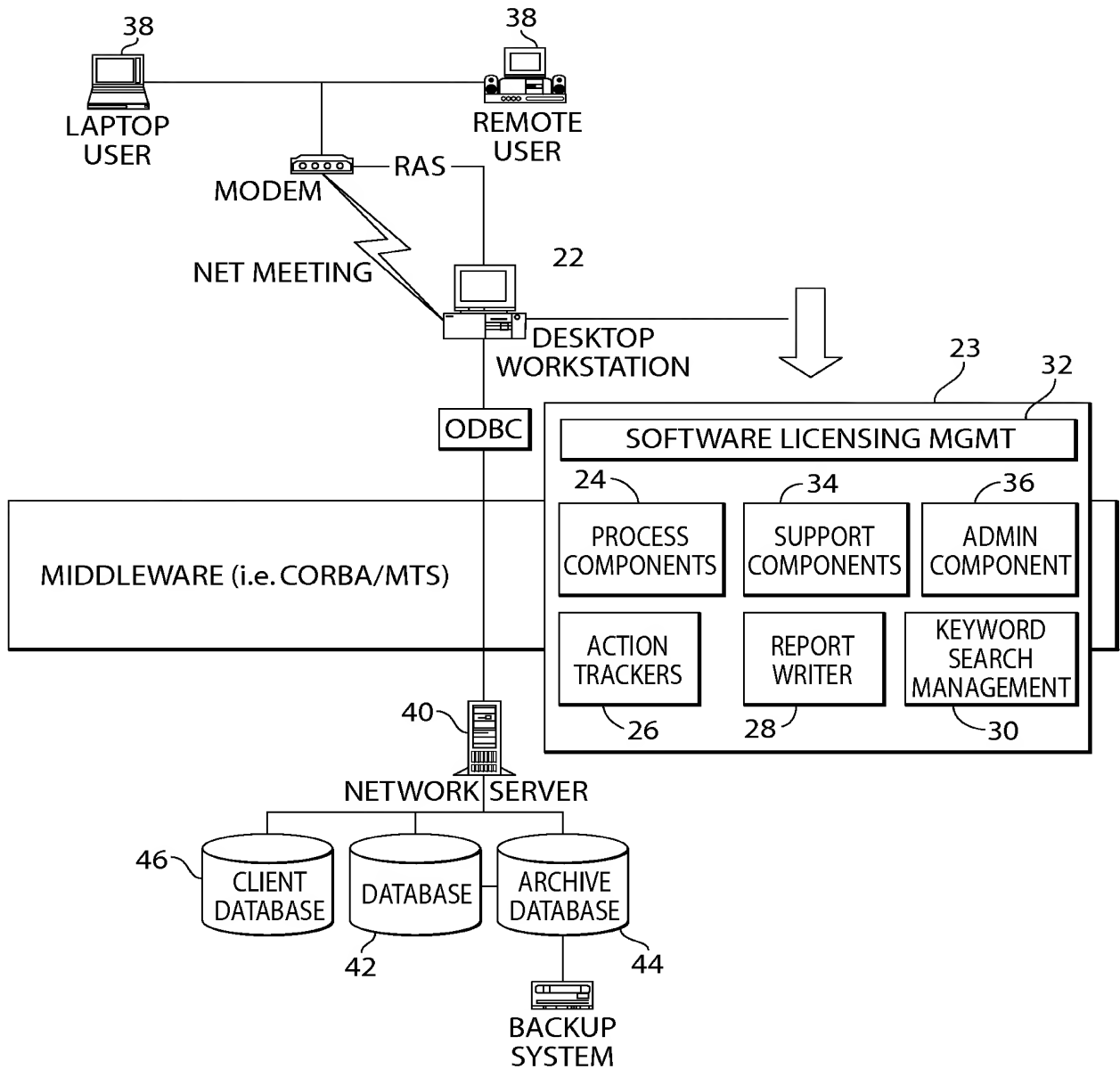


Fig. 2

Replacement Sheet

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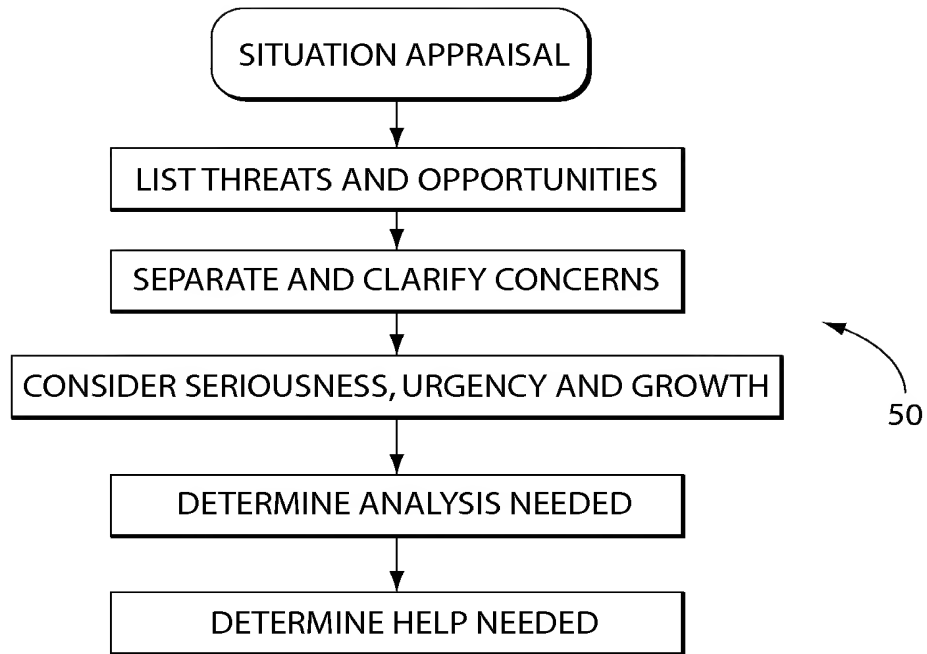


Fig. 3

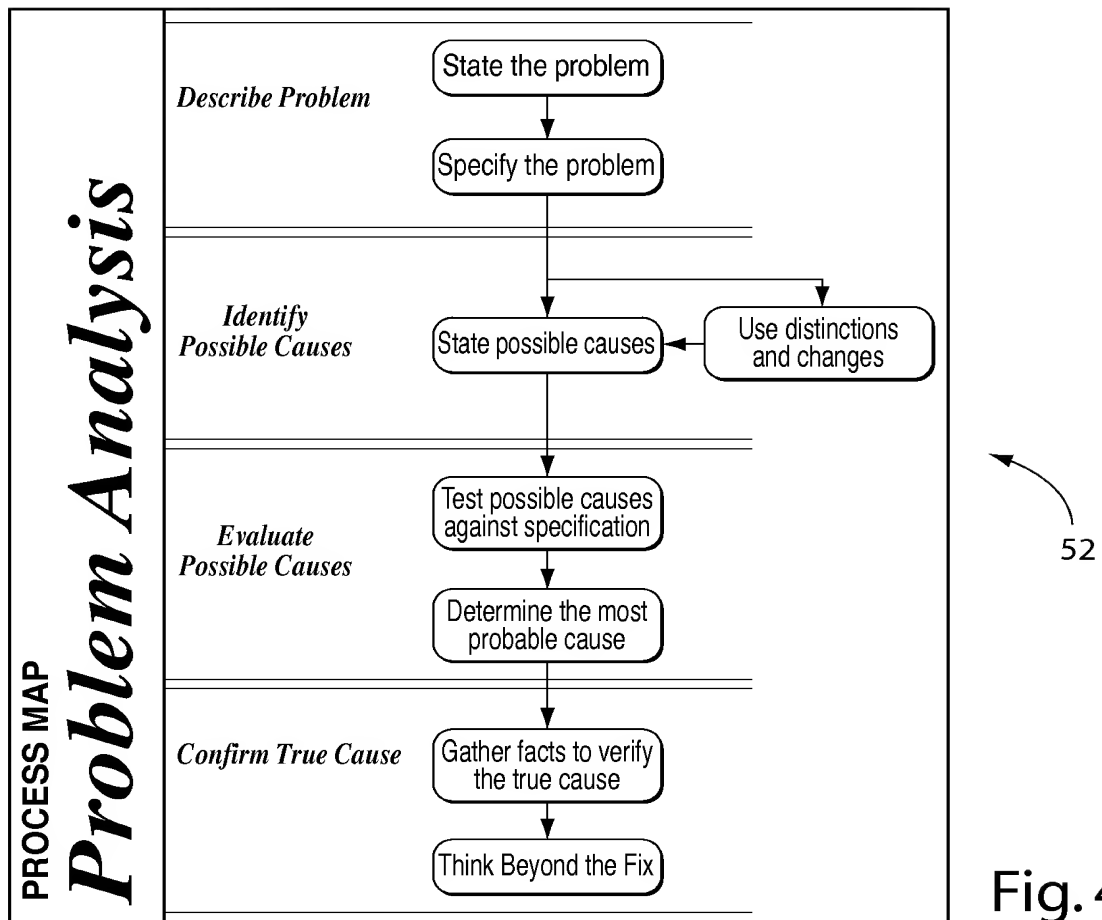


Fig. 4

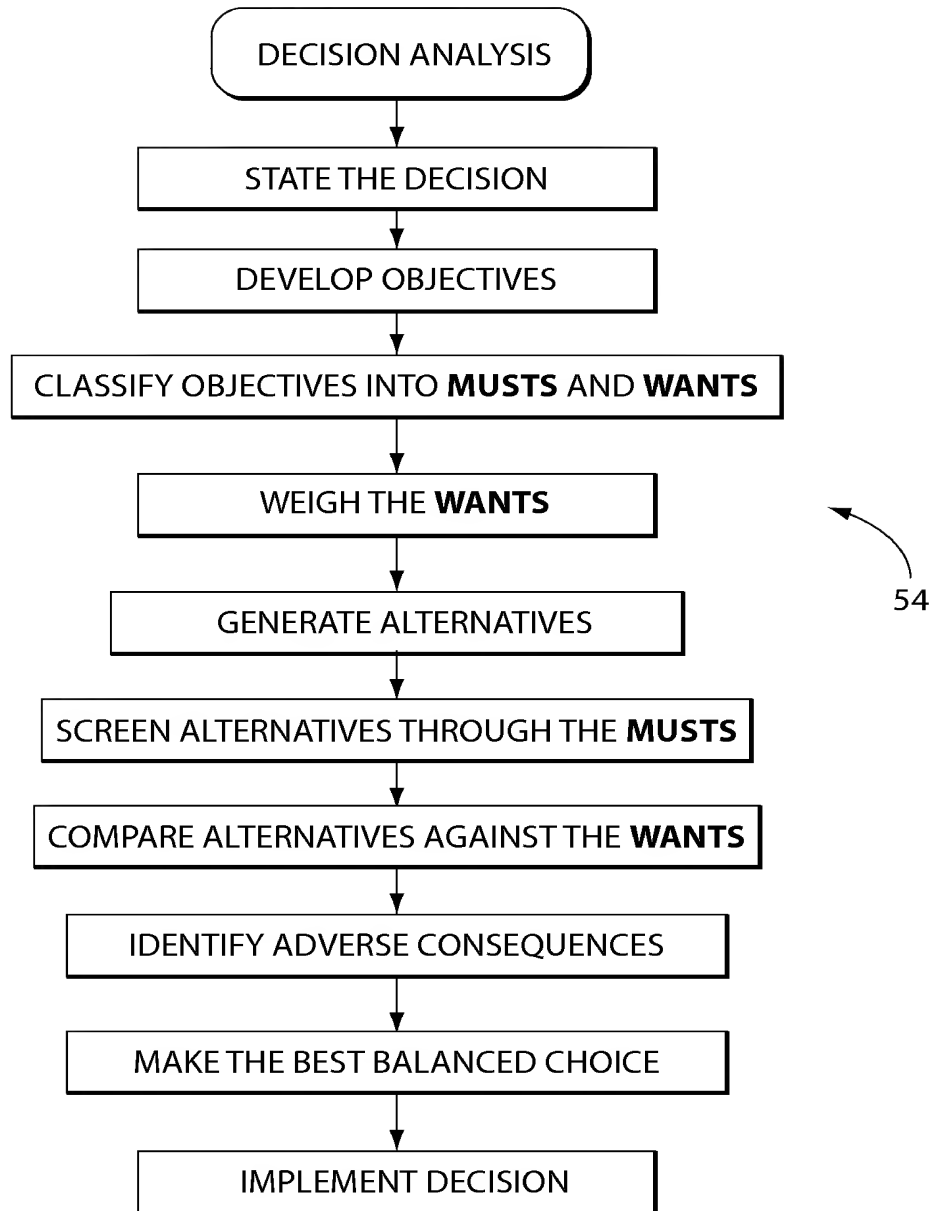


Fig. 5

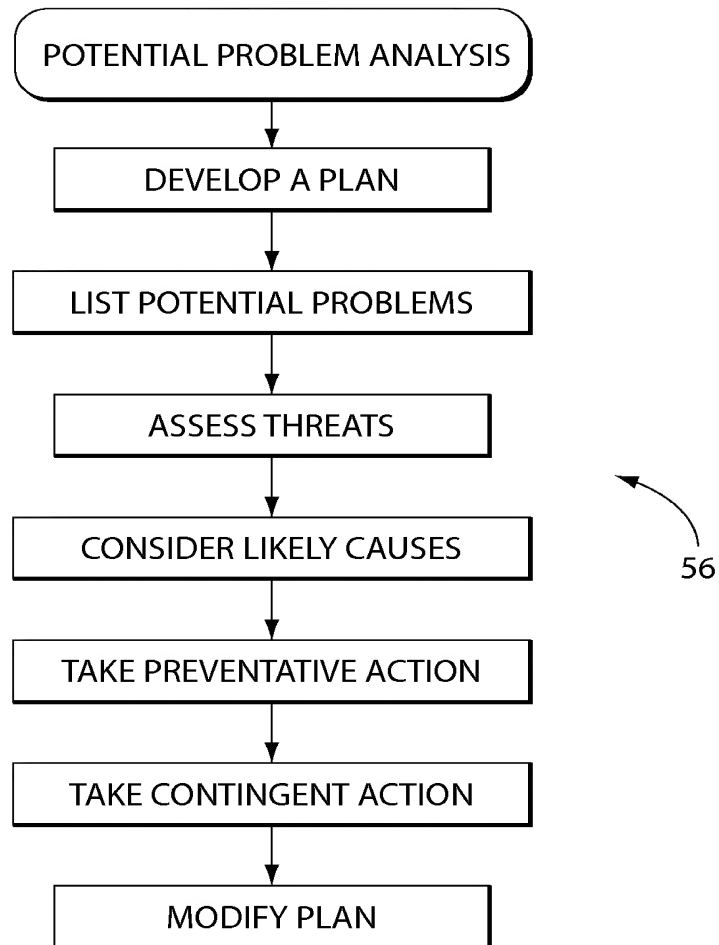


Fig.6

Replacement Sheet

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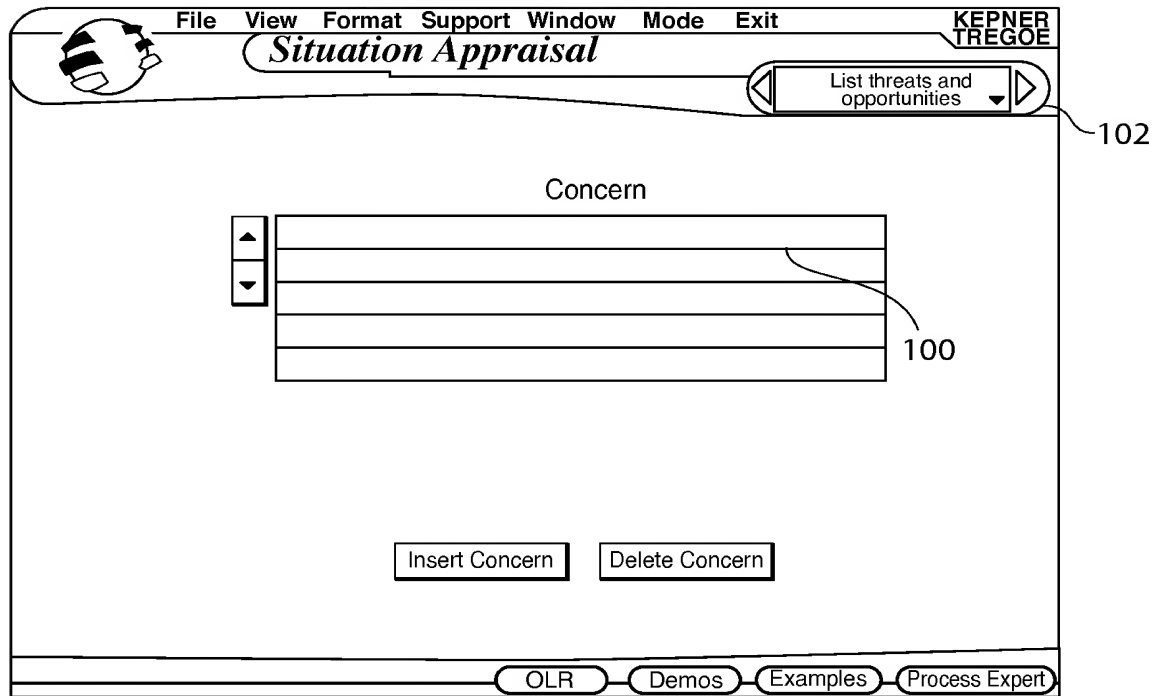


Fig. 7

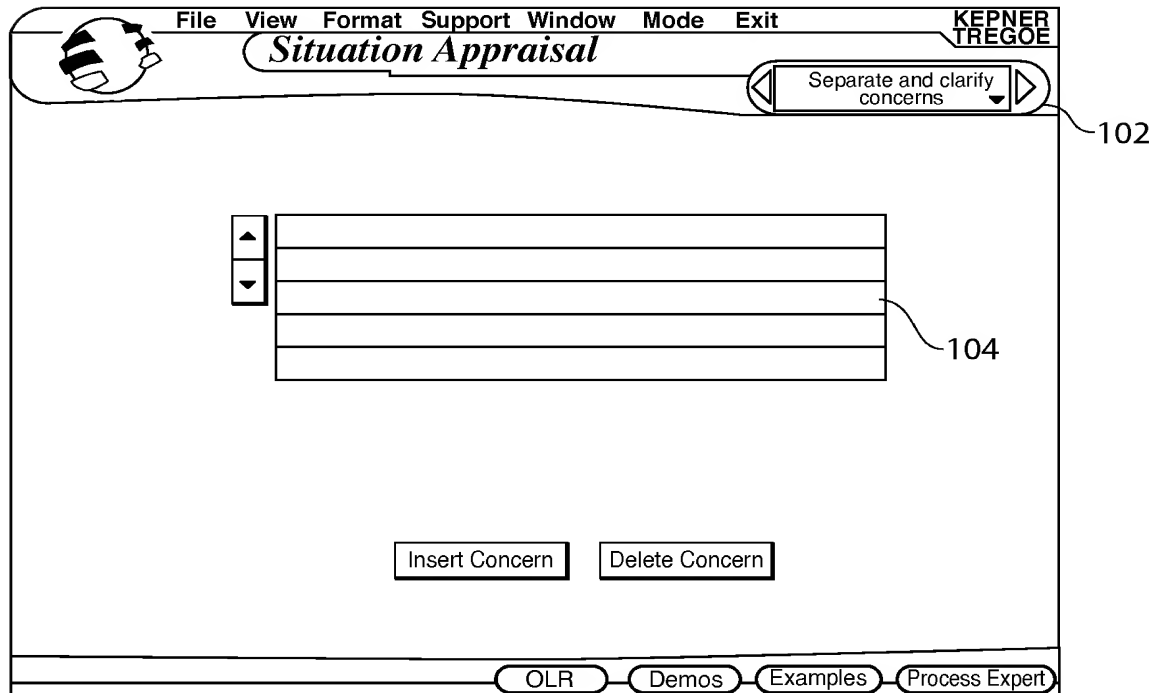


Fig. 8

Replacement Sheet

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File View Format Support Window Mode Exit **KEPNER TREGOE**

Situation Appraisal

Consider seriousness, urgency, and growth

Concerns	Priority	Seriousness	Urgency	Growth
	Medium	Medium <u>116</u>	Low <u>118</u>	Medium <u>120</u>
	High	High <u>126</u>	High <u>128</u>	Medium <u>130</u>
	Medium	High	Medium	Medium
	Low	Low	Medium	Low
	High	High	High	High

OLR Demos Examples Process Expert

Fig. 9

File View Format Support Window Mode Exit **KEPNER TREGOE**

Situation Appraisal

Determine analysis needed

Concerns	Priority	Seriousness	Urgency	Growth	Process
	Medium	High	Medium	Medium	Situation Analysis
	Medium	Medium	Medium	High	Decision Analysis
	Low	Medium	Low	Low	Problem Analysis
	Medium	Low	Medium	High	Situation Ana
	High	High	High	High	Problem Analysis Decision Analysis Situation Analysis Potential Problem Potential Opport

OLR Demos Examples Process Expert

Fig. 10

Replacement Sheet

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The screenshot shows the 'Situation Appraisal' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. To the right of the menu bar is the text 'KEPNER TREGOE'. Below the menu bar is a title bar with the text 'Situation Appraisal'. To the right of the title bar is a button labeled 'Determine help needed'. Below the title bar is a table with six columns: 'Concerns', 'Priority', 'Seriousness', 'Urgency', 'Growth', and 'Process'. The table contains three rows of data. To the left of the table is a vertical scrollbar. To the right of the table is a vertical scrollbar. Below the table is a 'Sort by' dropdown menu. Below the 'Sort by' dropdown menu is a table with five columns: 'Action', 'Who', 'When', 'Notes', and 'Status'. The 'Action' column contains a blacked-out entry. To the left of the table is a vertical scrollbar. To the right of the table is a vertical scrollbar. At the bottom of the interface is a navigation bar with buttons labeled 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Concerns	Priority	Seriousness	Urgency	Growth	Process
	Medium	High	Medium	Medium	Problem Analysis
	Medium	Medium	Medium	High	Decision Analysis
	Low	Medium	Low	Low	Problem Analysis

Action	Who	When	Notes	Status

Fig. 11

Replacement Sheet

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The screenshot shows the 'Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Problem Analysis' and 'KEPNER TREGOE'. A navigation bar on the right contains a button labeled 'State the problem'. The main area contains several input fields and a radio button:

- 'What should be happening?' with a text input field (200).
- 'What is actually happening?' with a text input field (202).
- 'Is the cause known?' with radio buttons for 'Yes' and 'No' (210).
- 'What tells you the cause is unknown?' with a text input field (204).
- 'What is the Object?' with a text input field (206).
- 'What is the Deviation' with a text input field (208).

At the bottom is a navigation bar with buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 12

The screenshot shows the 'Problem Analysis' software interface in the 'Specify the problem' mode. The menu bar and title bar are the same as in Fig. 12. The navigation bar on the right now contains a button labeled 'Specify the problem'. The main area contains a form for specifying the problem:

- 'Problem:' with a text input field (222).
- 'Object' and 'Deviation' labels above the input field.
- 'Is' label below the input field.
- A table with 8 rows and 3 columns. The first column contains questions: 'What object?', 'What deviation?', 'Where geographically?', 'Where on the object?', 'When first?', 'When since?', 'When in the life cycle?', 'How many objects?', 'What is the size?'. The second and third columns are empty for input.
- 'Collapse' and 'Insert Is/Is Not' buttons below the table.

At the bottom is a navigation bar with buttons: 'Spec Problem', 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 13

Replacement Sheet

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The screenshot shows the 'Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Problem Analysis' and 'KEPNER TREGOE'. A dropdown menu on the right is set to 'Use distinctions and changes'. Below the menu bar, there are two input fields for 'Object' and 'Deviation'. A table with four columns ('Is', 'Is Not', 'Distiction', 'Change') and seven rows (including 'What object?', 'What deviation?', 'Where geographically?', 'Where on the object?', 'When first?', 'When since?', and 'When in the life cycle?') is shown. A 'Collapse' button is at the bottom left of the table. A '212' bracket is on the right side of the table. A '214' bracket is on the left side of the table. A '230' bracket is on the right side of the table. A '228' bracket is on the right side of the table. A '216' bracket is under the 'OLR' button. A '218' bracket is under the 'Demos' button. A '224' bracket is under the 'Examples' button. A '226' bracket is under the 'Process Expert' button.

File View Format Support Window Mode Exit

Problem Analysis KEPNER TREGOE

Use distinctions and changes

Object Deviation

Problem: [] []

Is Is Not Distiction Change

What object?

What deviation?

Where geographically?

Where on the object?

When first?

When since?

When in the life cycle?

Collapse Insert Is/Is Not Insert Distinction Insert Change

OLR Demos Examples Process Expert

212

214

230

228

216 218 224 226

Fig. 14

The screenshot shows the 'Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Problem Analysis' and 'KEPNER TREGOE'. A dropdown menu on the right is set to 'State possible causes'. Below the menu bar, there are two input fields for 'Object' and 'Deviation'. A table with two columns ('Distinction', 'Change') and four rows (including 'What object?') is shown. A 'Collapse' button is at the bottom left of the table. A '232' bracket is on the right side of the table. A '234' bracket is on the left side of the table. A '233' bracket is on the right side of the table. A '234' bracket is on the left side of the table.

File View Format Support Window Mode Exit

Problem Analysis KEPNER TREGOE

State possible causes

Object Deviation

Problem: [] []

Distinction Change

What object?

Collapse Insert Distinction Insert Change

Possible Cause

Insert Possible Cause

OLR Demos Examples Process Expert

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Fig. 15

Replacement Sheet

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File View Format Support Window Mode Exit

KEPNER TREGOE

Test possible causes against specification

Object Deviation

Problem:

Prov

Select

Next

Is Is Not Conditions Assumptions or Notes

What object?

What deviation?

Where geographically?

Where on the object?

When first?

only if

yes because

only if

yes because

no because

Insert Assumption

OLR Demos Examples Process Expert

Fig. 16

File View Format Support Window Mode Exit

KEPNER TREGOE

Determine the most probable cause

Object Deviation

Problem:

Probability Possible Causes Assumptions

MPC

None

MPC

High

Medium

Low

No assumptions necessary.

No assumptions necessary.

OLR Demos Examples Process Expert

Fig. 17

Replacement Sheet

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The interface for the 'Problem Analysis' software. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Problem Analysis' and 'KEPNER TREGOE'. A navigation bar contains a left arrow, the text 'Gather facts to verify the true cause', and a right arrow. The main area is divided into sections: 'Object' and 'Deviation' input fields; 'Possible Cause' and 'Assumptions' input fields; and a 'Notes' table with columns 'Notes', 'Action', 'Who', and 'When'. A 'Previous Cause' button is next to the 'Assumptions' field. A bracket labeled 248 groups the 'Possible Cause', 'Assumptions', and 'Previous Cause' area. A bracket labeled 250 groups the 'Notes' table. A bracket labeled 246 points to the 'Assumptions' field. A bracket labeled 258 points to the 'Notes' column header. A bracket labeled 252 points to the 'Action' column header. A bracket labeled 254 points to the 'Who' column header. A bracket labeled 256 points to the 'When' column header. At the bottom are buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

236

246

248

250

258

252

254

256

OLR

Demos

Examples

Process Expert

Fig. 18

The interface for the 'Problem Analysis' software, showing a different state. The menu bar and title bar are the same. The navigation bar now contains a left arrow, the text 'Think beyond the fix', and a right arrow. The main area is divided into sections: 'Object' and 'Deviation' input fields; a 'Confirmed True Cause' input field; a 'What other damage could this create?' input field; and a 'Notes' table with columns 'Notes', 'Action', 'Who', and 'When'. 'Previous Question' and 'Next Question' buttons are below the 'What other damage could this create?' field. A bracket labeled 260 points to the 'Confirmed True Cause' field. At the bottom are buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

260

OLR

Demos

Examples

Process Expert

Fig. 19

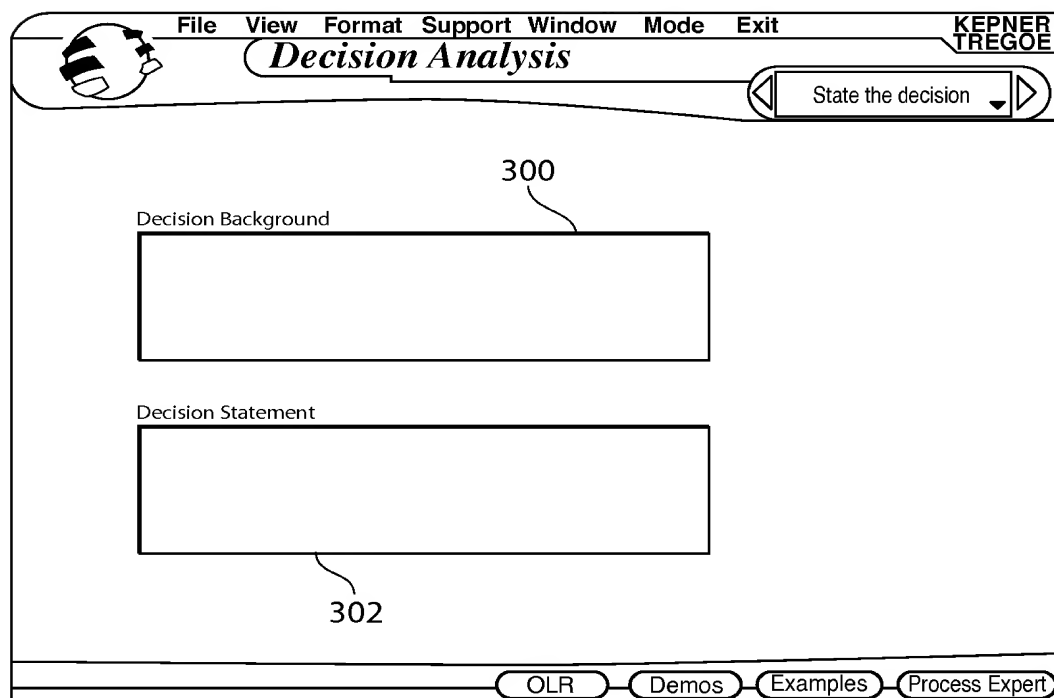


Fig. 20

Replacement Sheet

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The screenshot shows the 'Decision Analysis' software window. The title bar includes 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'Mode' dropdown is set to 'Develop objectives'. The main area contains a 'Decision Statement' text box (302) and a table (304) with two columns: 'Objective' and 'Notes'. A vertical scrollbar is on the right of the table. Below the table is an 'Insert Objective' button. At the bottom is a navigation bar with buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. A bracket (306) groups the table and the 'Insert Objective' button.

Objective	Notes

308 Fig. 21

The screenshot shows the 'Decision Analysis' software window. The title bar includes 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'Mode' dropdown is set to 'Classify objectives into MUSTs and WANTS'. The main area contains a 'Decision Statement' text box (302) and a table (304) with three columns: 'Objective', 'Notes', and 'Classification'. A vertical scrollbar is on the right of the table. Below the table is an 'Insert Objective' button. At the bottom is a navigation bar with buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. A bracket (310) groups the table and the 'Insert Objective' button. The 'Classification' column contains a dropdown menu (312) with a list of options: 'WANT', 'MUST', 'WANT', 'MUST', 'MUST', 'WANT', and 'MUST'.

Objective	Notes	Classification
		WANT
		MUST
		WANT
		MUST
		MUST
		WANT
		MUST

308 Fig. 22

Replacement Sheet

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File View Format Support Window Mode Exit

Decision Analysis

KEPNER TREGOE

Weigh the WANTS

Decision Statement

WANT Objectives	Weight	Notes
	5	
	8	
	0	

Insert WANT Objective

OLR Demos Examples Process Expert

Fig. 23

File View Format Support Window Mode Exit

Decision Analysis

KEPNER TREGOE

Generate alternatives

Decision Statement

Alternative

Objective	Notes

Insert MUST Objective

Insert Alternative

Objective	Weight	Notes
	5	

Insert WANT Objective

OLR Demos Examples Process Expert

Fig. 24

Replacement Sheet

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The screenshot shows the 'Decision Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'KERNER TREGOE' logo is in the top right corner. Below the menu bar is a toolbar with a button labeled 'Screen alternatives through the MUSTs'. The main area contains a 'Decision Statement' text box. Below it is a table with the following structure:

		Alternatives						
		338						
352 {	340 MUST Objectives	342	Go	No Go	Go	No Go	Go	No Go
			Go	No Go	Go	No Go	Go	No Go
			Go	No Go	Go	No Go	Go	No Go
			Go	No Go	Go	No Go	Go	No Go

At the bottom of the interface is a navigation bar with buttons labeled 'OLR', 'Demos', 'Examples', and 'Process Expert'. The number '336' is positioned below the navigation bar.

Fig. 25

Replacement Sheet

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Decision Analysis (KEPNER TREGOE)

File View Format Support Window Mode Exit

Compare alternatives against the WANTS

Decision Statement

Alternatives

WANT Objectives	318	340	344	2	346	0	6
5	5	2	6	0	6		
8	8	6	0	6			
3	3	6	0	4			
TOTAL	76	0	90				

Tentative Choice ☐ 76 Tentative Choice ☐ 0 Tentative Choice ☒ 90

350 348

OLR Demos Examples Process Expert

Fig. 26

Decision Analysis (KEPNER TREGOE)

File View Format Support Window Mode Exit

Identify adverse consequences

Decision Statement

Alternative

Score 76

Previous Select Next

If	Probability	Then	Seriosness	Notes
	MEDIUM		MEDIUM	
	LOW MEDIUM HIGH			

Insert Consequence

OLR Demos Examples Process Expert

Fig. 27

Replacement Sheet

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The screenshot shows the 'Decision Analysis' software interface. The title bar includes 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'KEPNER TREGOE' logo is in the top right. The main window has a header with 'Decision Analysis' and a dropdown menu set to 'Make the best balanced Choice'. Below this, there are several input fields and controls:

- Decision Statement:** A text box labeled 324.
- Decision Alternative:** A text box labeled 370 with a checkbox.
- Score:** A numeric field showing '90'.
- Buttons:** 'Previous', 'Select', and 'Next' buttons.
- Want Objectives:** A horizontal bar with a slider, labeled 326.
- Weight:** A numeric field showing '5'.
- Notes:** A text area labeled 366.
- Insert Want Objectives:** A button below the Want Objectives bar.
- If-Then-Probability-Then:** A section labeled 353 with fields for 'If', 'Probability' (set to 'MEDIUM'), and 'Then'.
- Seriousness:** A dropdown menu with options 'MEDIUM', 'LOW', 'MEDIUM', and 'HIGH'.
- Notes:** A text area labeled 368.
- Insert Consequence:** A button below the If-Then section.
- Bottom Bar:** Contains buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 28

The screenshot shows the 'Decision Analysis' software interface in the 'Implement decision' mode. The title bar and 'KEPNER TREGOE' logo are the same. The main window has a header with 'Decision Analysis' and a dropdown menu set to 'Implement decision'. Below this, there are several input fields and controls:

- Decision Statement:** A text box.
- Final Decision:** A text box labeled 372.
- Notes:** A text area labeled 374.
- Action:** A text area labeled 376.
- Who:** A text area labeled 378.
- When:** A text area labeled 380.
- Bottom Bar:** Contains buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 29

Replacement Sheet

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The screenshot shows the 'Potential Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'Mode' menu is open, showing 'Develop a Plan' as the selected option. Below the menu bar is a logo on the left and the text 'KEPNER TREGOE' on the right. The main area is divided into two sections. The top section is labeled 'Action Statement' and contains a large text input field (400). The bottom section is labeled 'Action Plan' and contains a table (402) with four columns: 'Action' (404), 'Notes' (406), 'Who' (408), and 'When' (410). The table has five rows. To the right of the table is a vertical scrollbar (412). Below the table is an 'Insert Action' button (412). At the bottom of the interface is a navigation bar with buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 30

The screenshot shows the 'Potential Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The 'Mode' menu is open, showing 'List Potential Problems' as the selected option. Below the menu bar is a logo on the left and the text 'KEPNER TREGOE' on the right. The main area is divided into two sections. The top section is labeled 'Action Statement' and contains a large text input field (403). Below the 'Action Statement' field is a vertical stack of three buttons: 'Prev' (414), 'Select', and 'Next'. The bottom section is labeled 'Potential Problems' (416) and contains a large text input field. To the right of the 'Potential Problems' field is an 'Insert Problem' button. At the bottom of the interface is a navigation bar with buttons for 'OLR', 'Demos', 'Examples', and 'Process Expert'.

Fig. 31

Replacement Sheet

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File View Format Support Window Mode Exit

Potential Problem Analysis KEPNER TREGOE

Assess Threats

Action Statement

403 404 406 408 410

Action Action Plan Who When

414

Prev Select Next

422 416 418 420

Priority Potential Problem Probability Seriousness

High, Medium, Low ↓		High, Medium, Low ↓	High, Medium, Low ↓
High, Medium, Low ↓		High, Medium, Low ↓	High, Medium, Low ↓
High, Medium, Low ↓		High, Medium, Low ↓	High, Medium, Low ↓

424 Insert Problem

OLR Demos Examples Process Expert

Fig. 32

File View Format Support Window Mode Exit

Potential Problem Analysis KEPNER TREGOE

Consider Likely Causes

Action Statement

403 404 406 408 410

Action Action Plan Who When

414

Prev Select Next

422 426 428 436 432 434

Priority Potential Problem Likely Cause Probability

High, Medium, Low ↓			High, Medium, Low ↓
High, Medium, Low ↓			High, Medium, Low ↓
High, Medium, Low ↓			High, Medium, Low ↓

428 Insert Likely Cause

OLR Demos Examples Process Expert

Fig. 33

Replacement Sheet

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The screenshot shows the 'Potential Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Potential Problem Analysis' and 'KEPNER TREGOE'. A status bar at the top right indicates 'Taking Preventative Action'. Below the menu bar is a large text area for 'Action Statement'. Underneath is a table with columns: 'Action', 'Notes', 'Action Plan', 'Who', and 'When'. To the left of this table are buttons for 'Prev', 'Select', and 'Next'. To the right is a vertical scrollbar. Below the table is another table with columns: 'Priority', 'Potential Problem', 'Likely Cause', and 'Preventative Action'. Below this second table are two buttons: 'Insert Likely Cause' and 'Insert Preventative Action'. At the bottom are four buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. A callout '438' points to the 'Preventative Action' column of the second table.

Action Statement				
Action	Notes	Action Plan	Who	When

Priority	Potential Problem	Likely Cause	Preventative Action

Insert Likely Cause Insert Preventative Action

OLR Demos Examples Process Expert

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Fig. 34

The screenshot shows the 'Potential Problem Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'Potential Problem Analysis' and 'KEPNER TREGOE'. A status bar at the top right indicates 'Taking Contingent Action'. Below the menu bar is a large text area for 'Action Statement'. Underneath is a table with columns: 'Action', 'Notes', 'Action Plan', 'Who', and 'When'. To the left of this table are buttons for 'Prev', 'Select', and 'Next'. To the right is a vertical scrollbar. Below the table is another table with columns: 'Priority', 'Potential Problem', 'Contingent Action', and 'Trigger'. Below this second table are two buttons: 'Insert Contingent Action' and 'Insert Trigger'. At the bottom are four buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. Callouts '439', '442', '444', and '440' point to the 'Potential Problem', 'Insert Contingent Action', 'Insert Trigger', and 'Demos' buttons respectively.

Action Statement				
Action	Notes	Action Plan	Who	When

Priority	Potential Problem	Contingent Action	Trigger

Insert Contingent Action Insert Trigger

OLR Demos Examples Process Expert

439 442 444 440

Fig. 35

Replacement Sheet

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File View Format Support Window Mode Exit

Potential Problem Analysis Modify Plan

Action Statement

Action	Notes	Who	When

446

Insert Action Update Action Track

OLR Demos Examples Process Expert

Fig. 36

Replacement Sheet

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The screenshot shows the KTAActionTracker application window. The title bar reads 'KTAActionTracker'. The menu bar includes 'File', 'View', 'Format', 'Support', 'Window', and 'Mode'. The user 'KEPNER TREGOE' is logged in. The interface is divided into two main sections.

Top Section:

- 502:** A control area with 'Sort By' set to 'Concern' and 'View By' set to 'All'. A 'Refresh' button is also present.
- 500:** A list of 'Action Files' on the left, including 'My Actions', 'Red Sweet PA', 'Department SA', and 'Tamworth PA'.
- 504:** A table with columns: Priority, Concern, Seriousness, Urgency, Growth, and Process.
- 512:** The data rows of the table above. One row contains the text 'Confirm true cause' and 'PA on dropping revenues'.
- 506:** A specific cell in the 'Concern' column of the table.
- 508:** A cell in the 'Seriousness' column.
- 510:** A cell in the 'Urgency' column.
- 514:** Points to the 'Sort By' dropdown menu.
- 527:** Points to the 'View By' dropdown menu.
- 503:** Points to the 'Refresh' button.

Bottom Section:

- 518:** A table with columns: Action, Who, When, Notes, and Status.
- 520:** A cell in the 'Who' column.
- 526:** A 'Sort By' dropdown menu set to 'Who'.
- 522:** A cell in the 'Notes' column containing the text 'Fluid product #144458.b'.
- 524:** Points to the entire bottom table.
- 516:** A bracket indicating the entire bottom table area.

Fig. 37

Replacement Sheet

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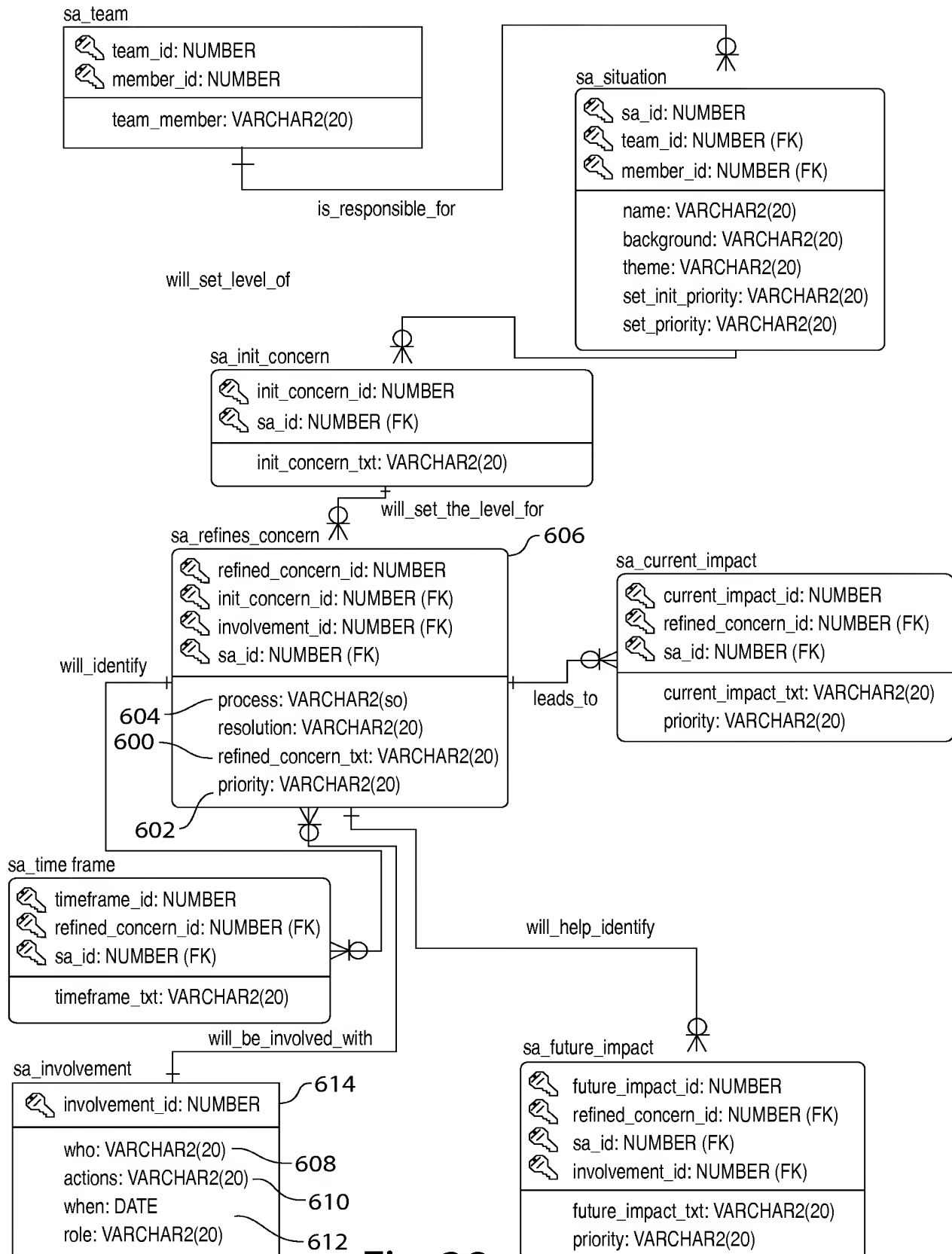
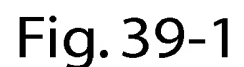


Fig. 38

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Replacement Sheet

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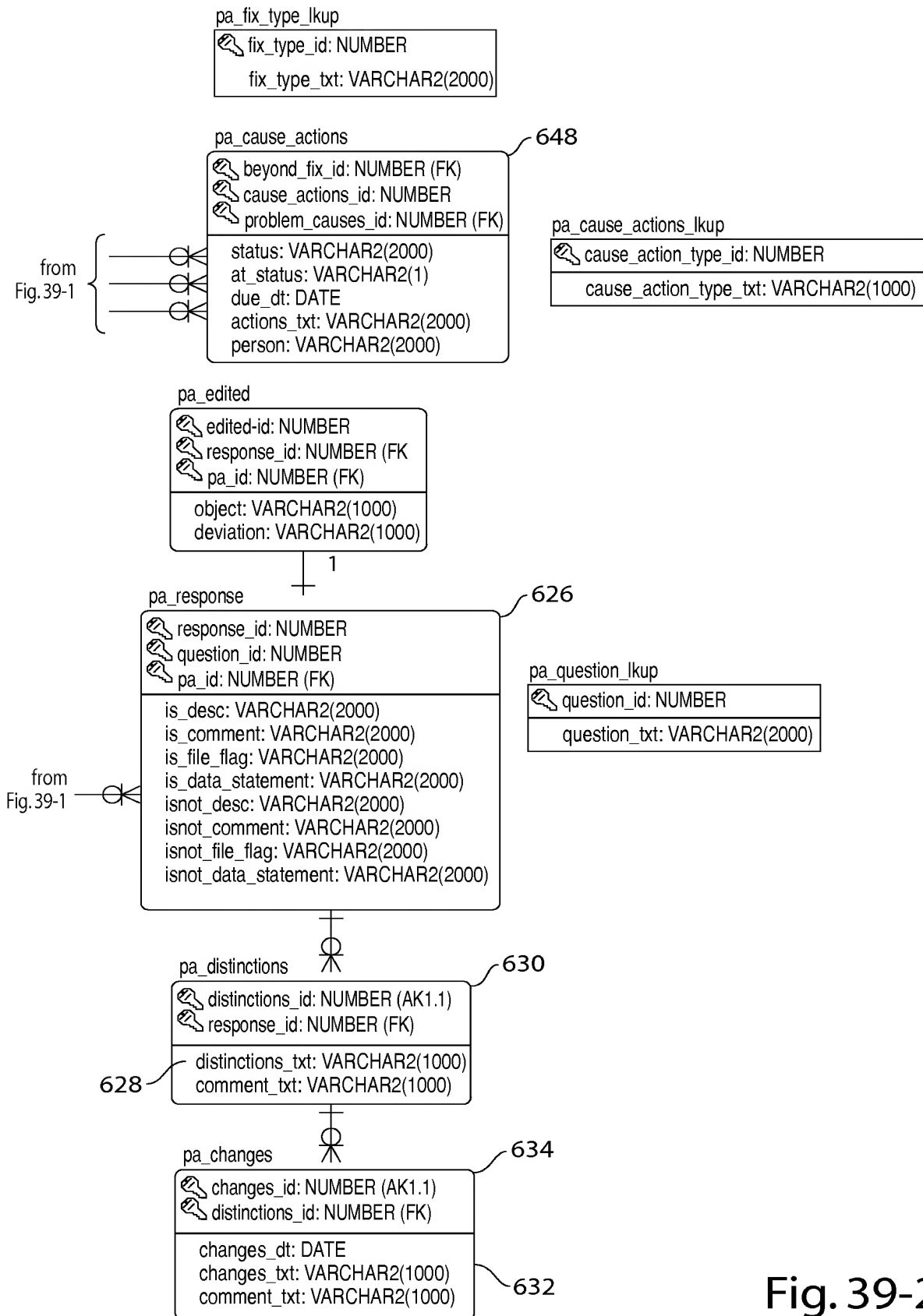


Fig. 39-2

Replacement Sheet

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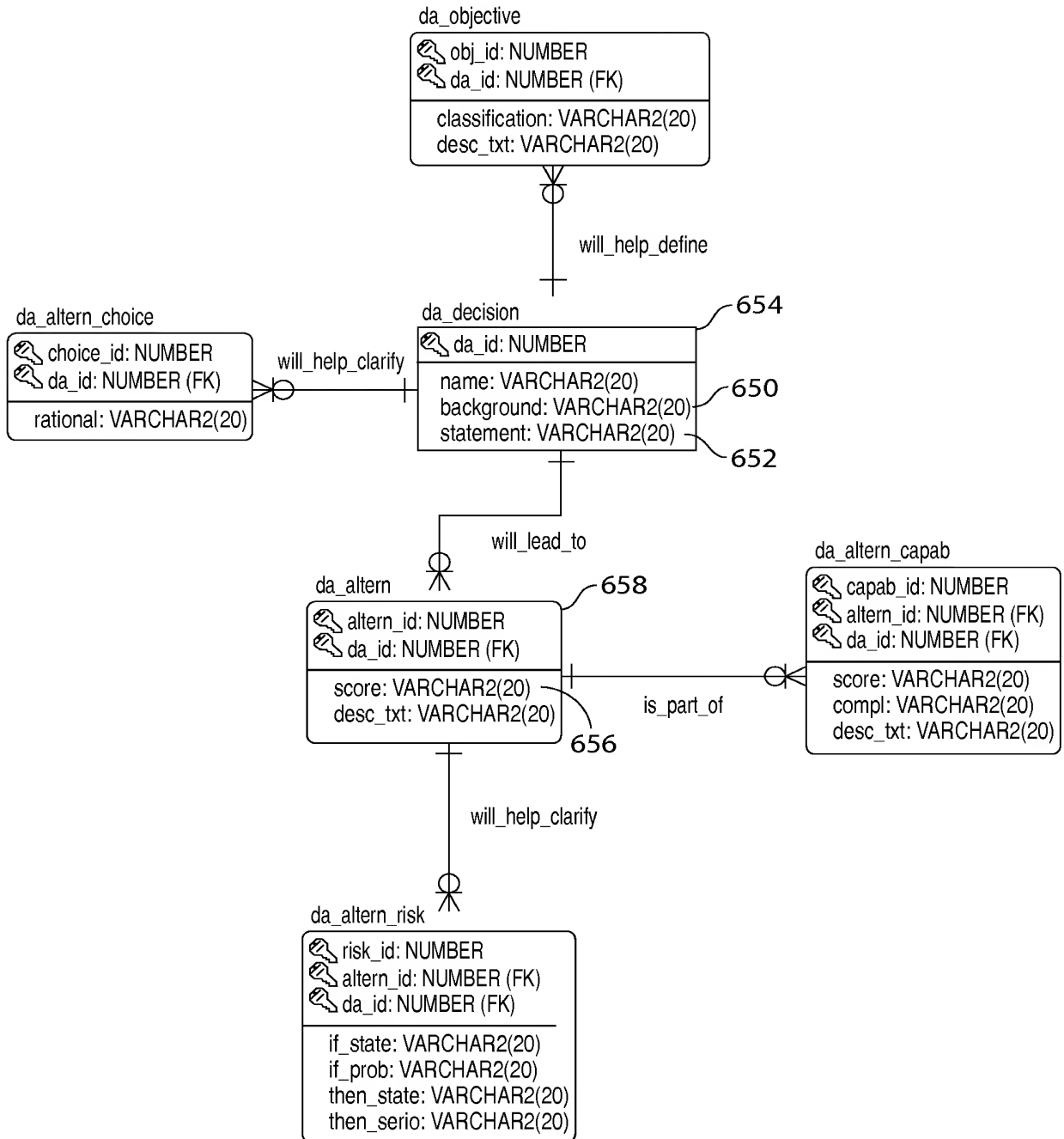


Fig. 40

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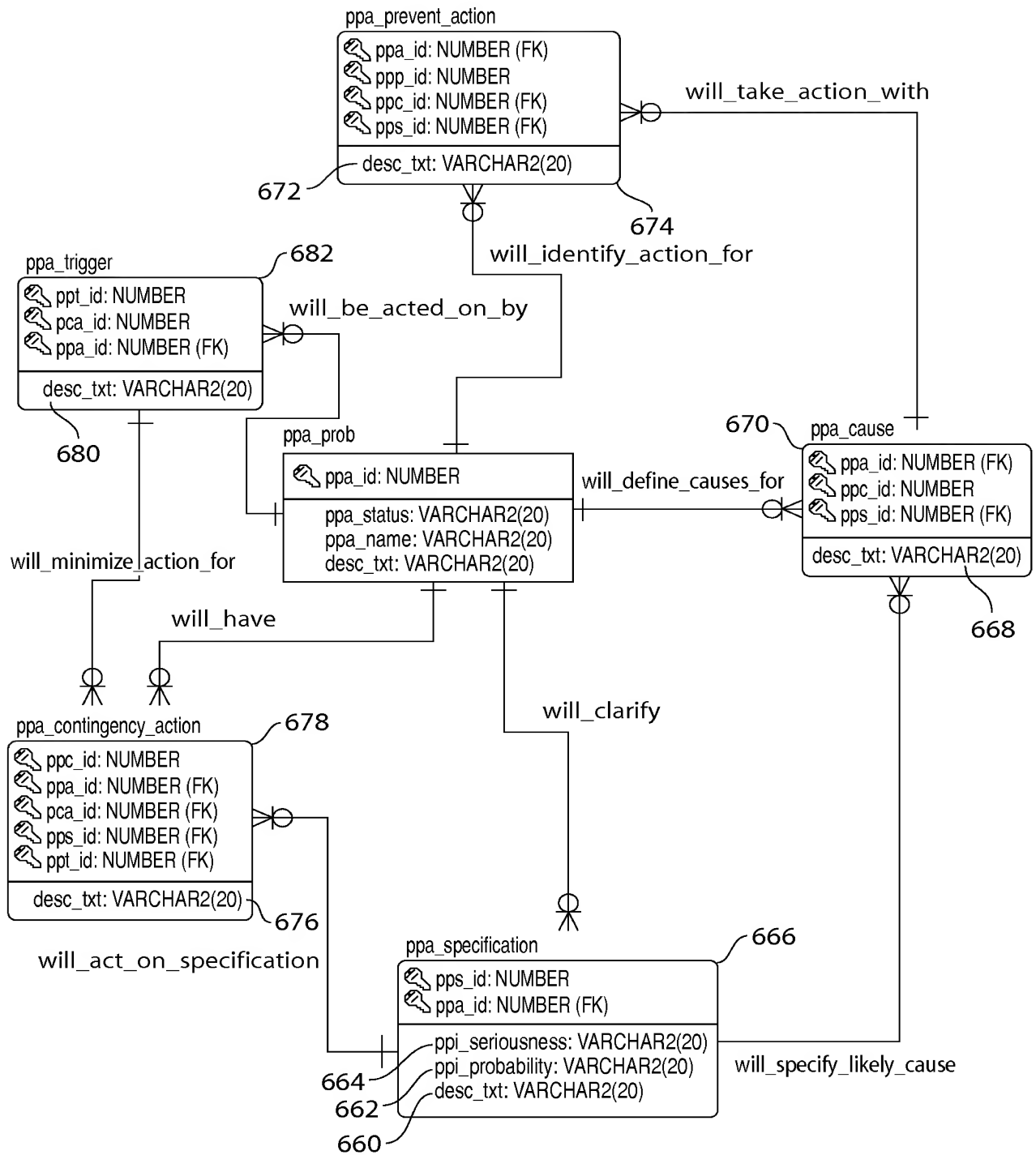


Fig. 41

Replacement Sheet

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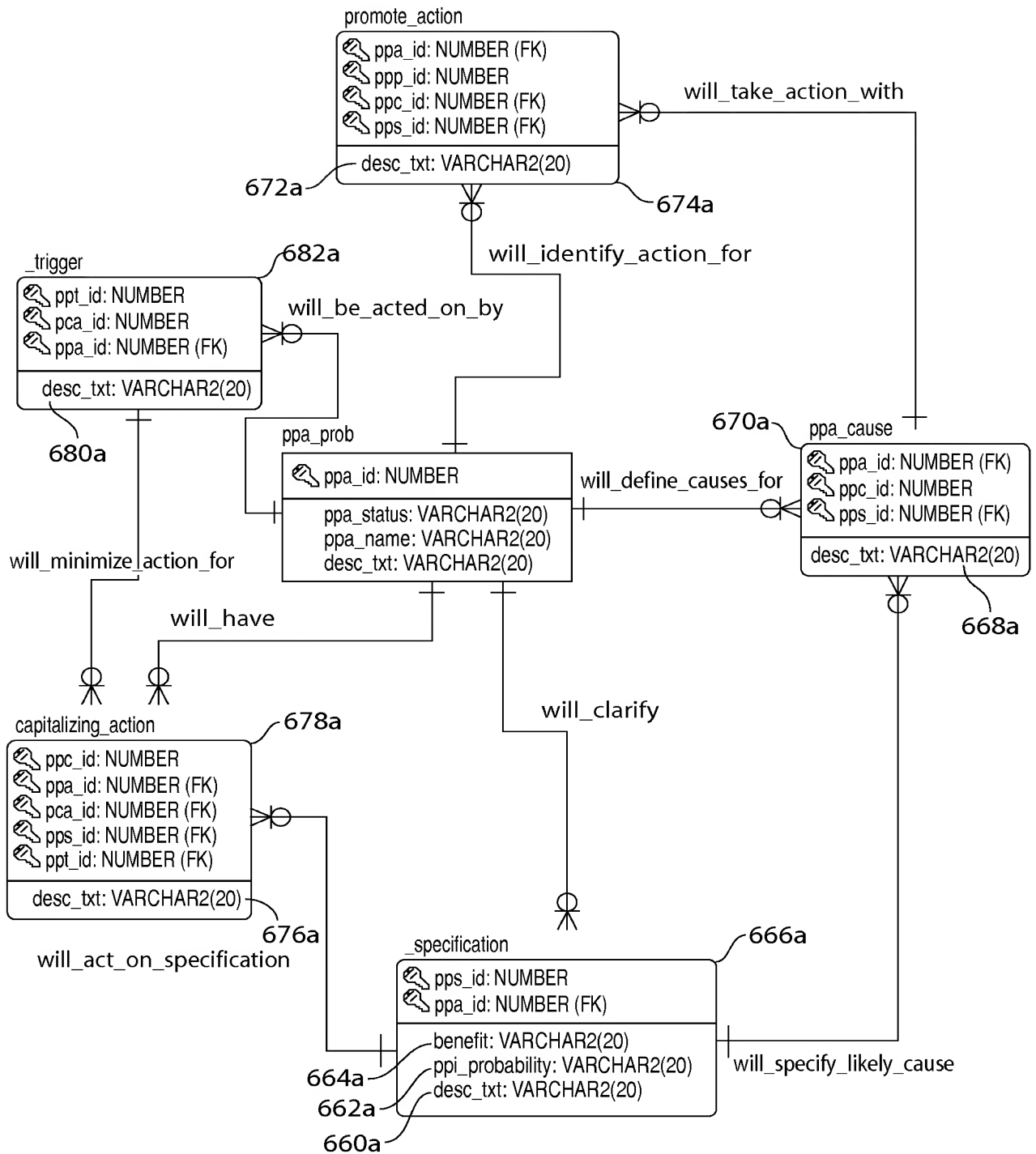


Fig.41A

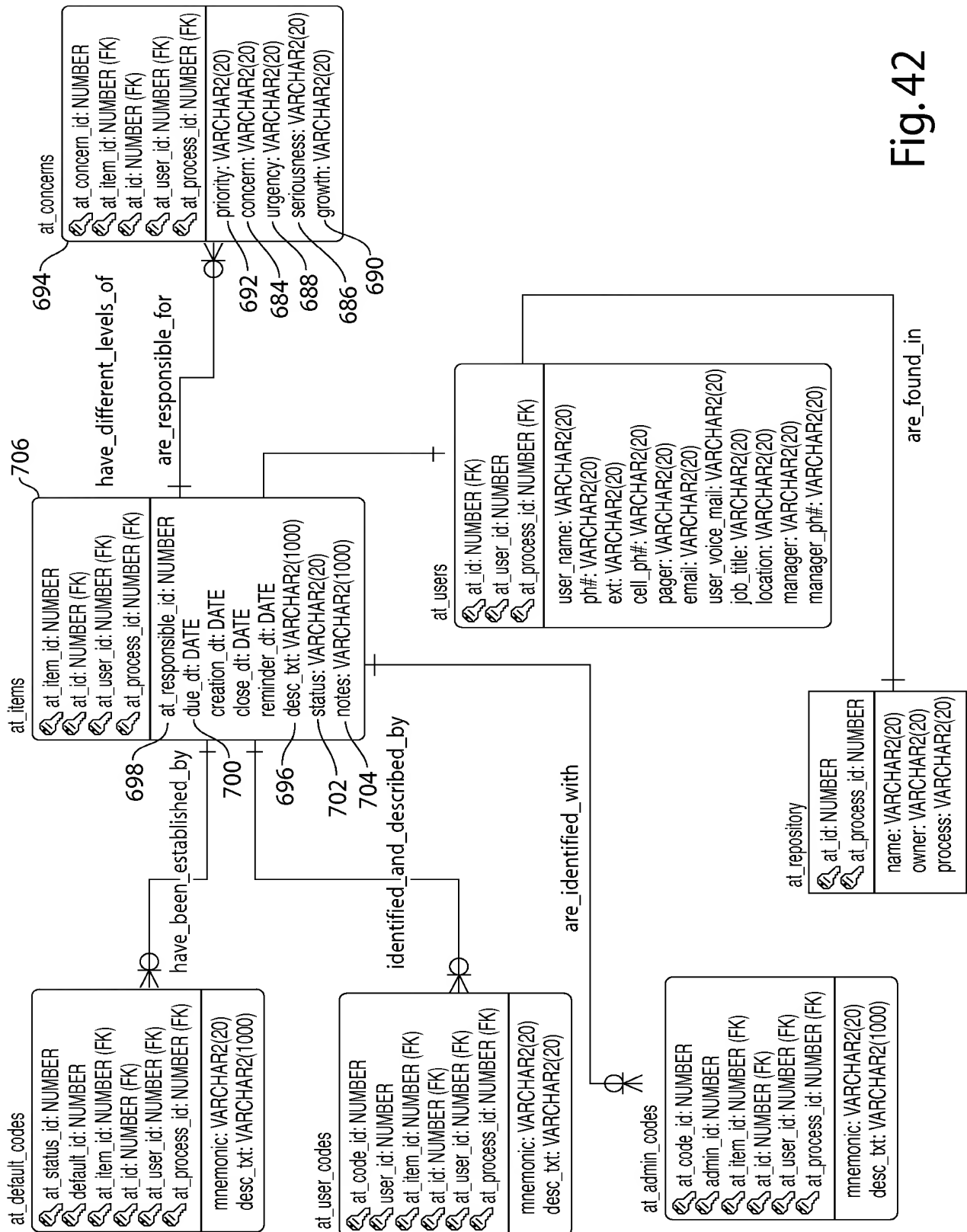


Fig. 42

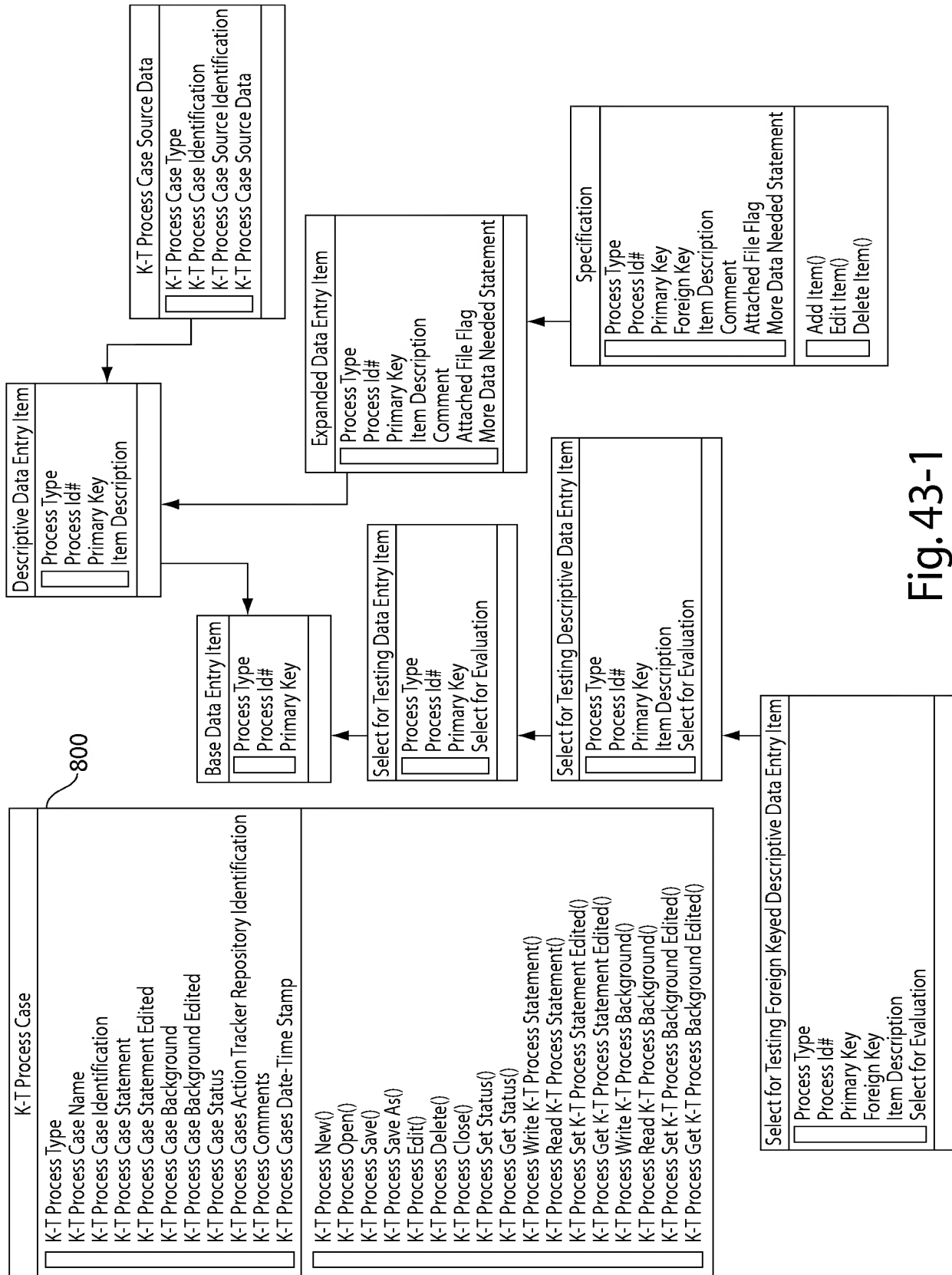


Fig. 43-1

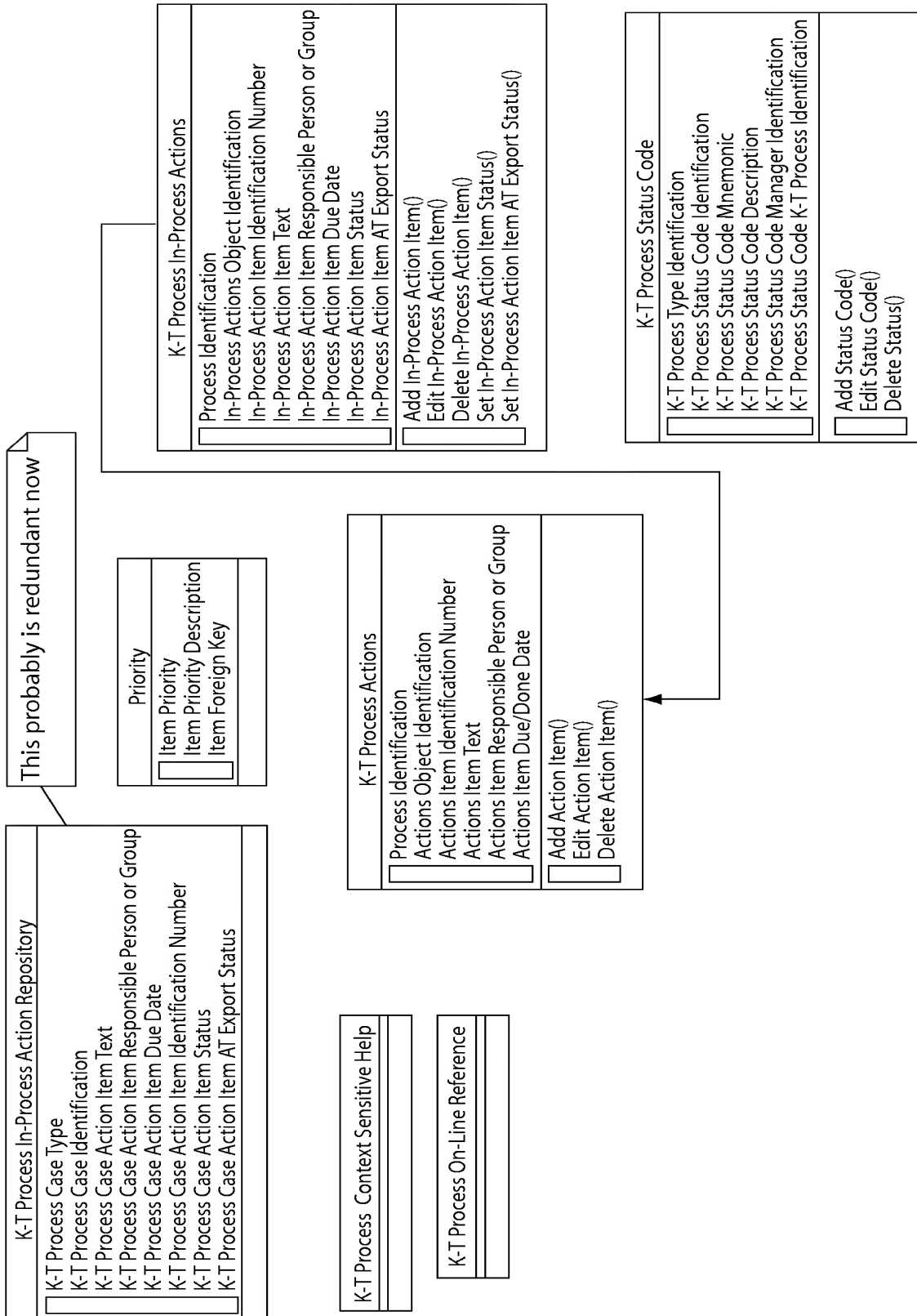


Fig. 43-2

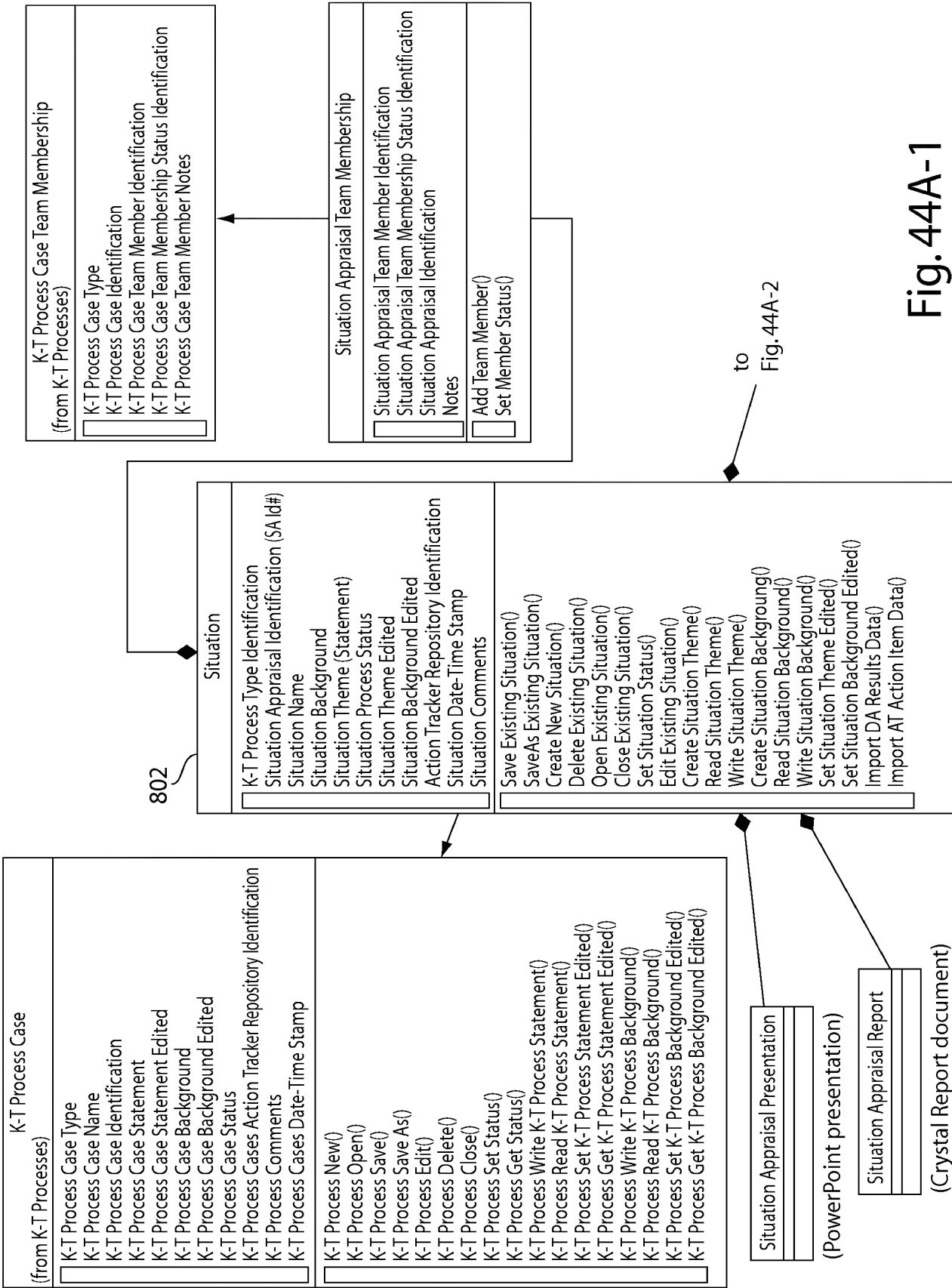


Fig. 44A-1

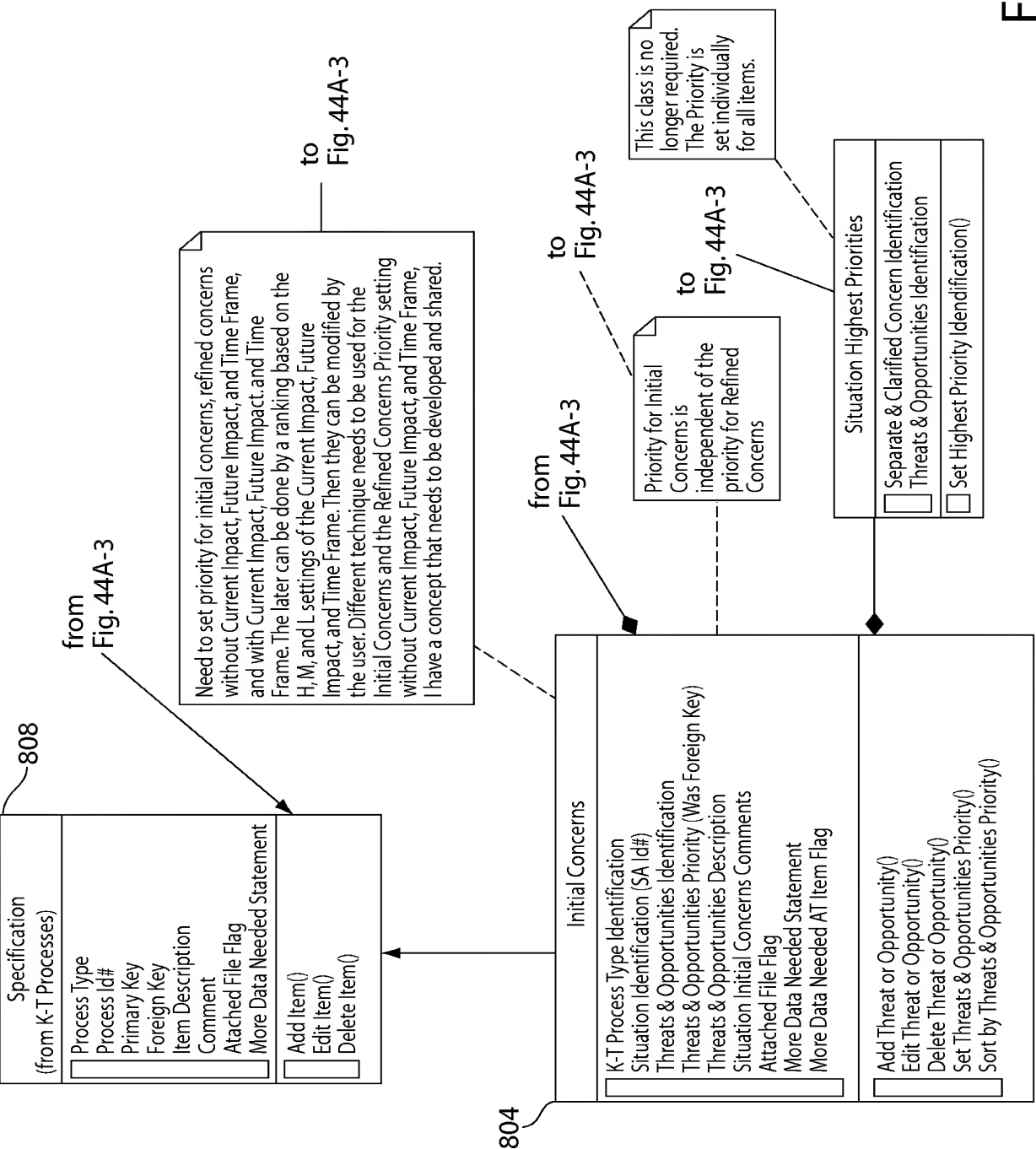


Fig. 44A-2

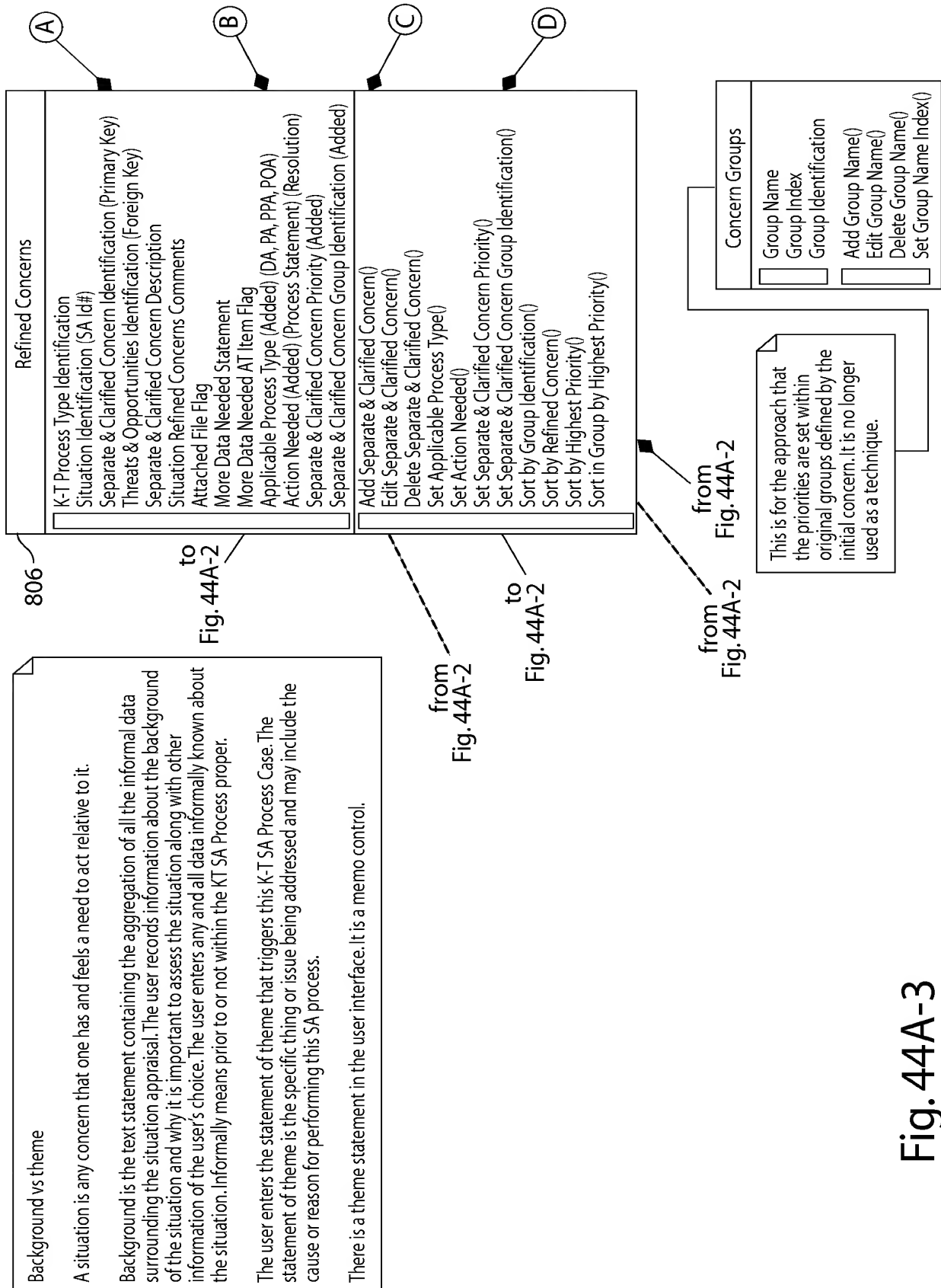


Fig. 44A-3

Replacement Sheet

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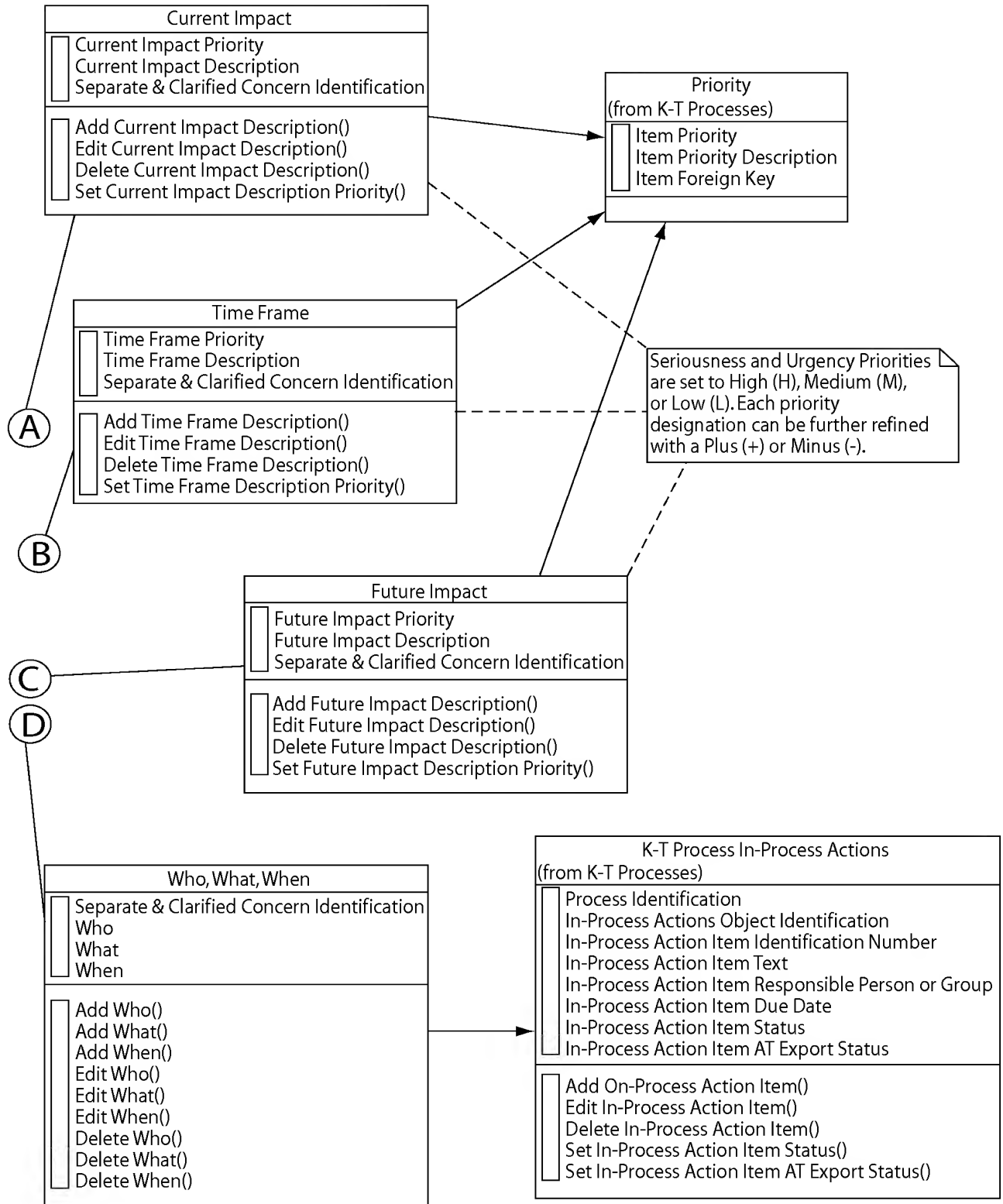
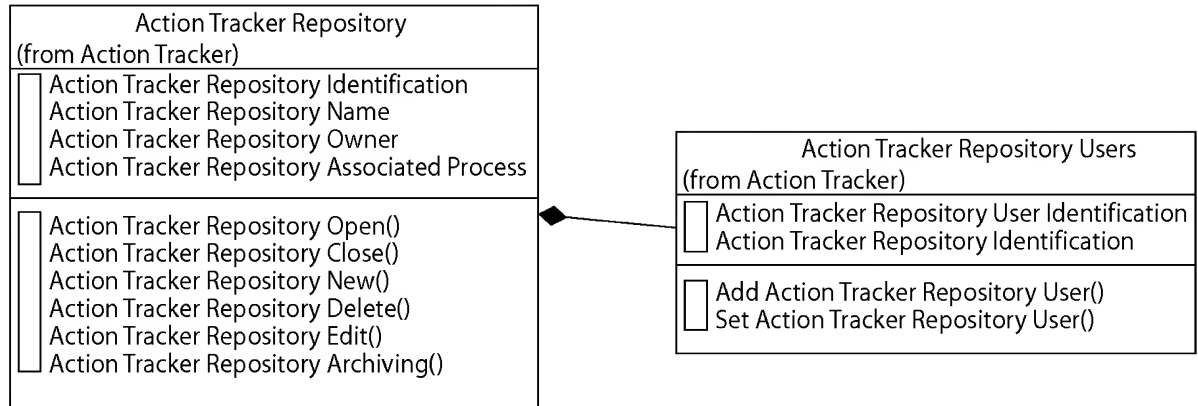


Fig. 44B-1

Replacement Sheet

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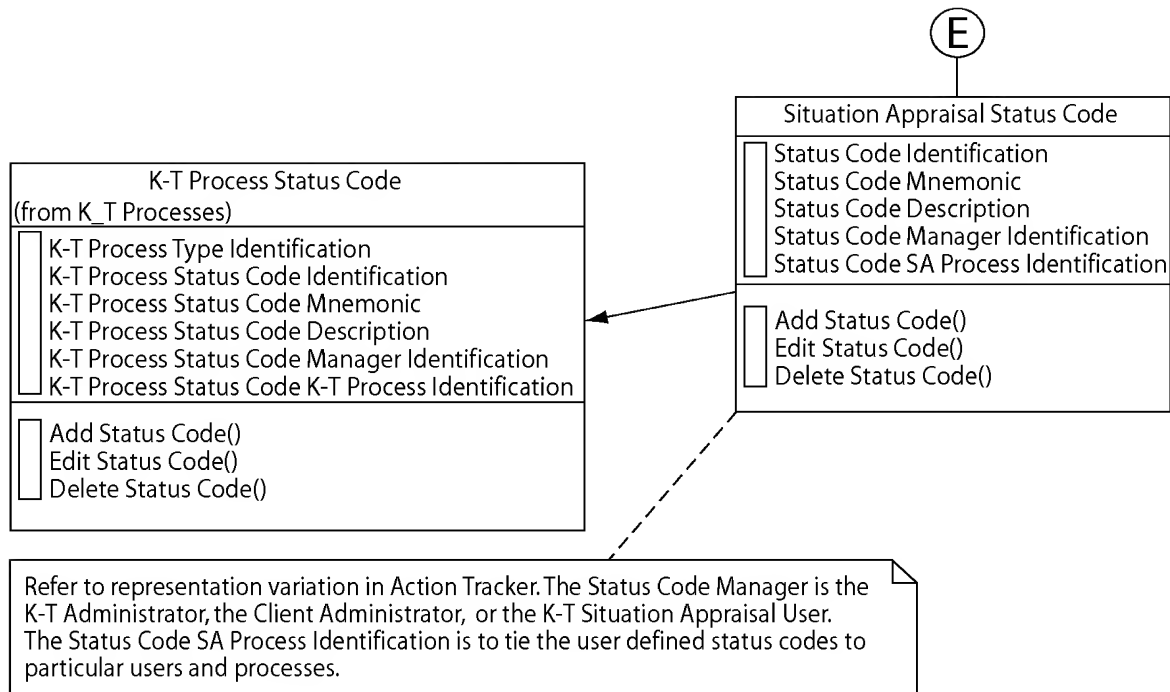


Action Tracker Repository and Action Tracker Repository Users are shown here for reference. The point is Action Tracker Repository may replace the Who, What, When class of situation Appraisal when Action Tracker is fully developed in design. Likewise Action Tracker Repository Users may replace the Situation Team class or some other parent class may do this for all K-T Processes.

Fig. 44B-2

Replacement Sheet

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Establish priority:
 Select a concern that seems to be the highest priority.
 Select another and place it above or below the first concern in priority.
 Select a third and place it relative to the first two concerns. Use drag and drop graphically.
 Select additional concerns sequentially and place as above.
 Select those that represent the group classified as H for High Priority and designate as such.
 Select from the remainder those that represent the Group classified as M for Medium Priority and designate as such.
 The remainder are classified as L for Low Priority and are designated as such.

Karl,

As a follow up to our discussion I want to confirm that we do need some type of ordering control in the SA grid on the initial "list concerns" screens. We may also want to allow this on the "separate and clarify" grid; however, in this case, the user could still only order the parent cells (with the children following the parents). they could not order children cells individually.

I can see where this functionality could be useful any time we have a single-column grid, such as in DA (list Objectives and List Alternatives) and PPA/POA (list Potential Problems/Opportunities).

Nikki

Fig. 44C

Replacement Sheet

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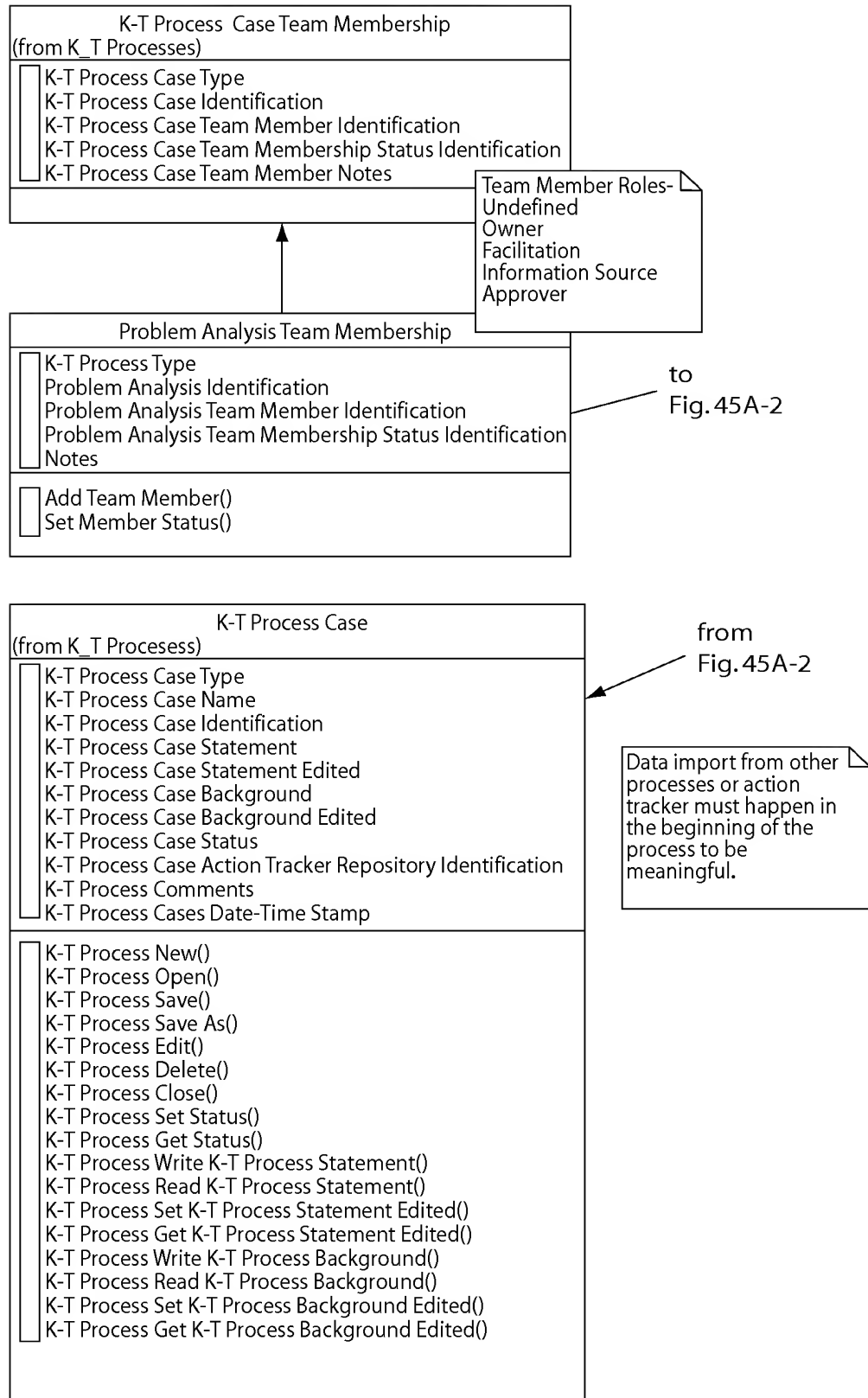


Fig. 45A-1

Replacement Sheet

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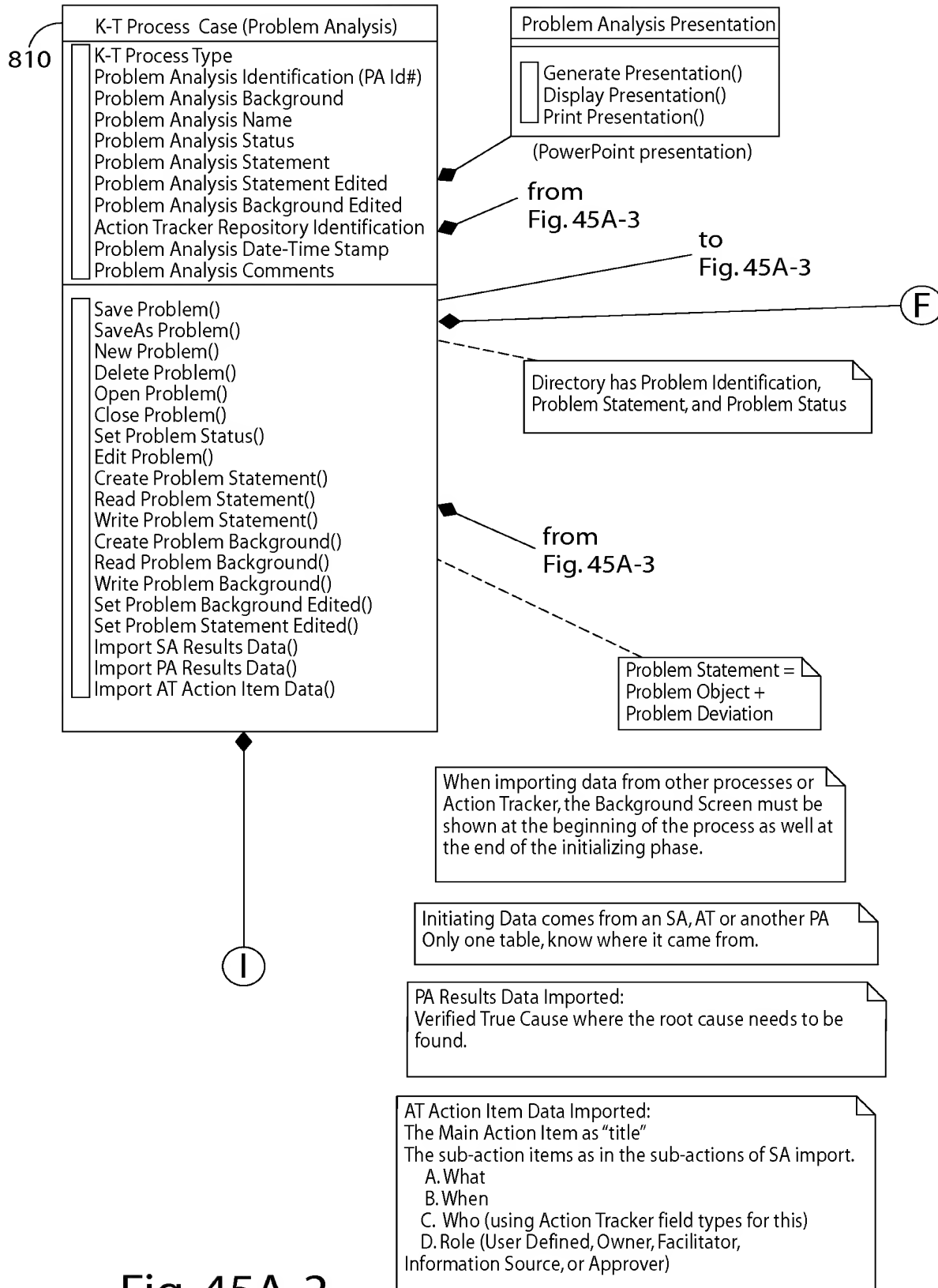


Fig. 45A-2

Replacement Sheet

41/149

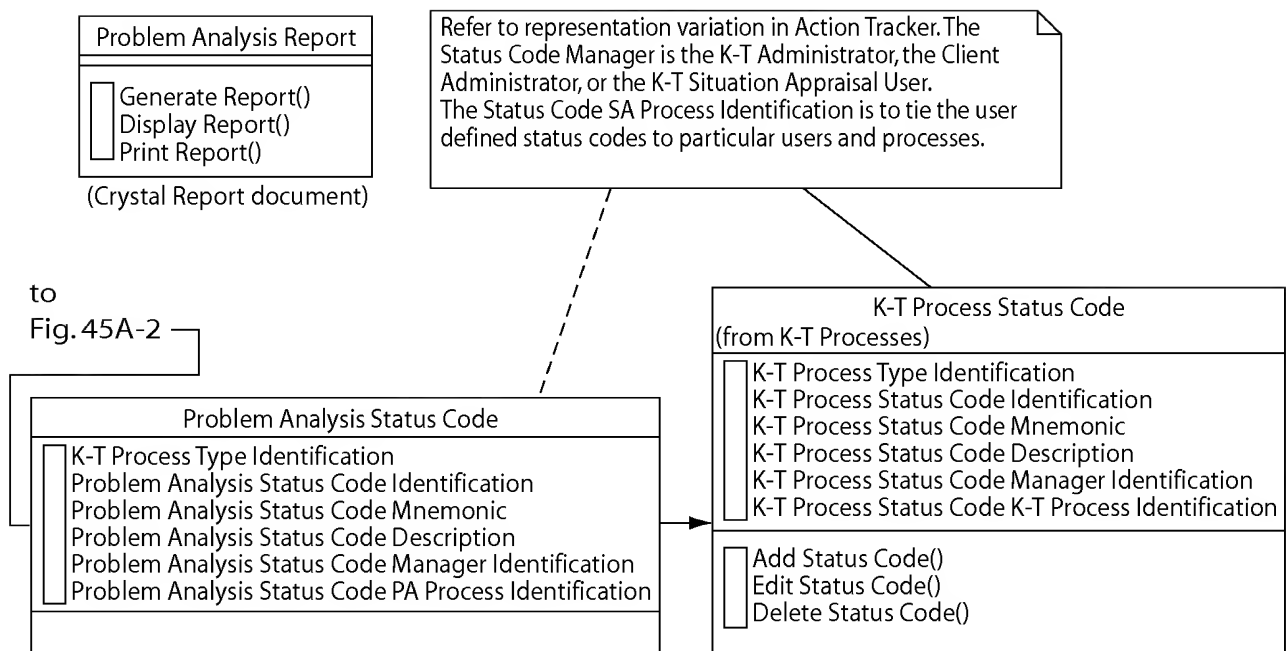


Fig. 45A-3

Replacement Sheet

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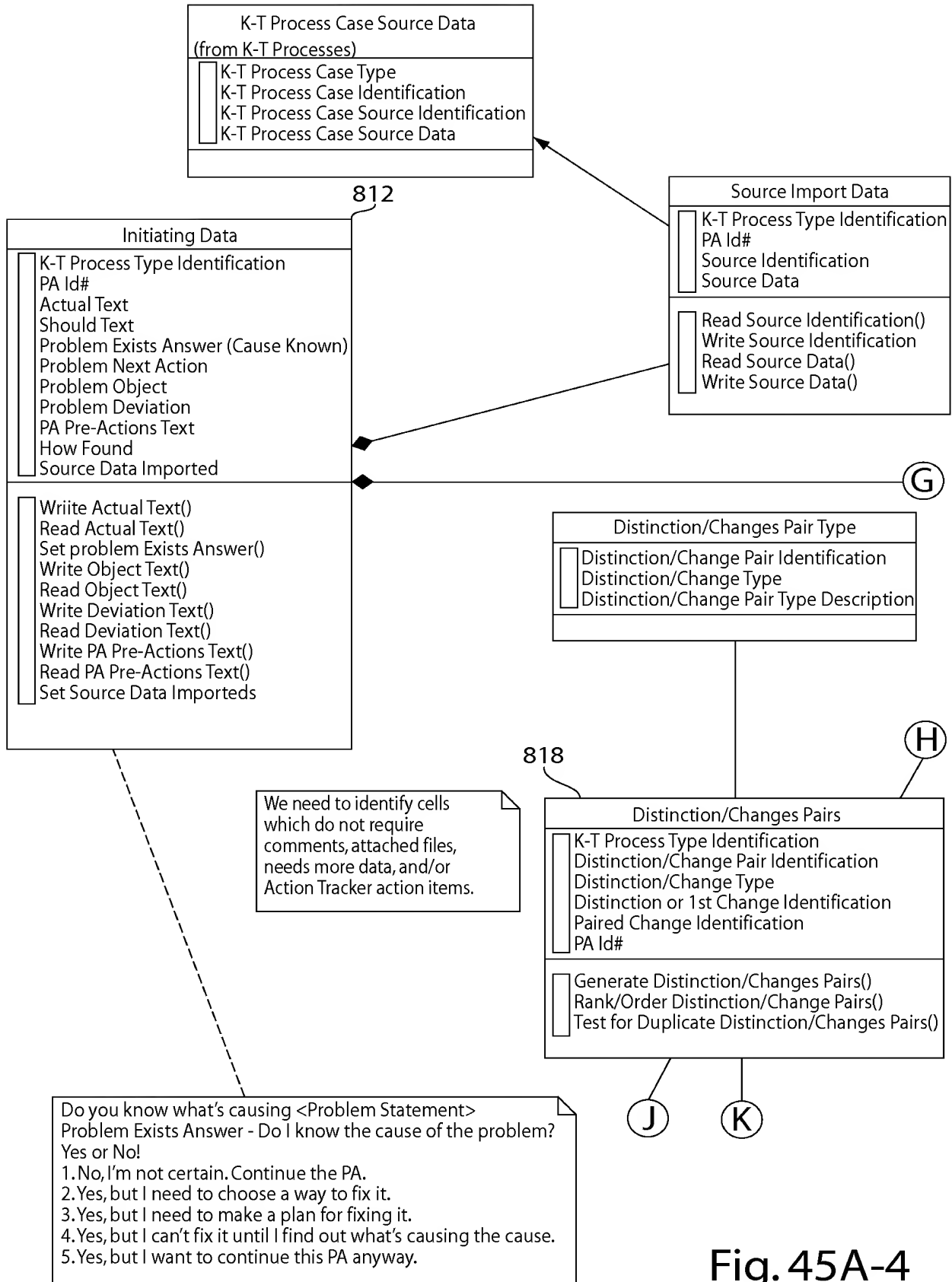


Fig. 45A-4

Replacement Sheet

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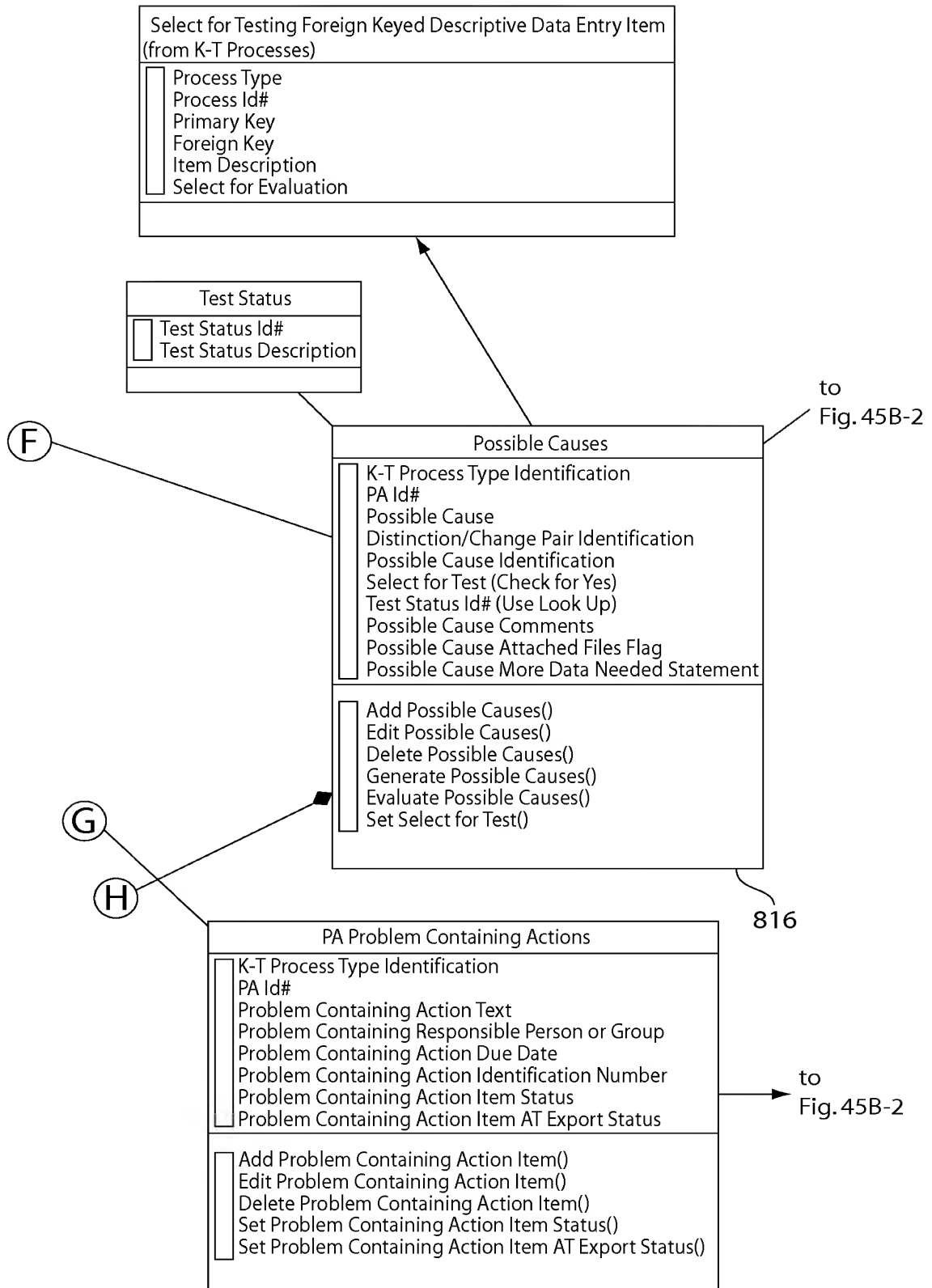


Fig. 45B-1

Replacement Sheet

44/149

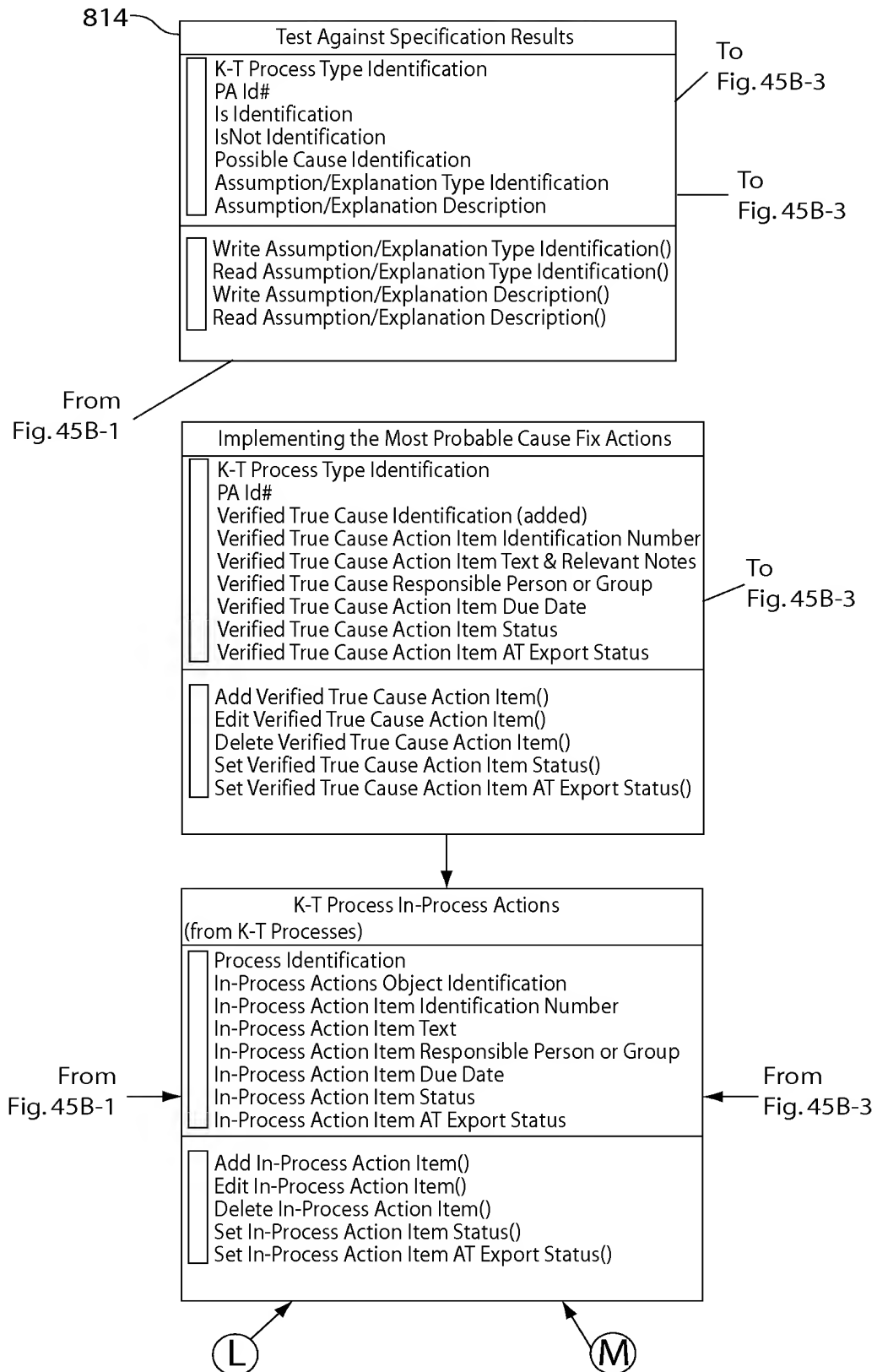


Fig. 45B-2

Replacement Sheet

45/149

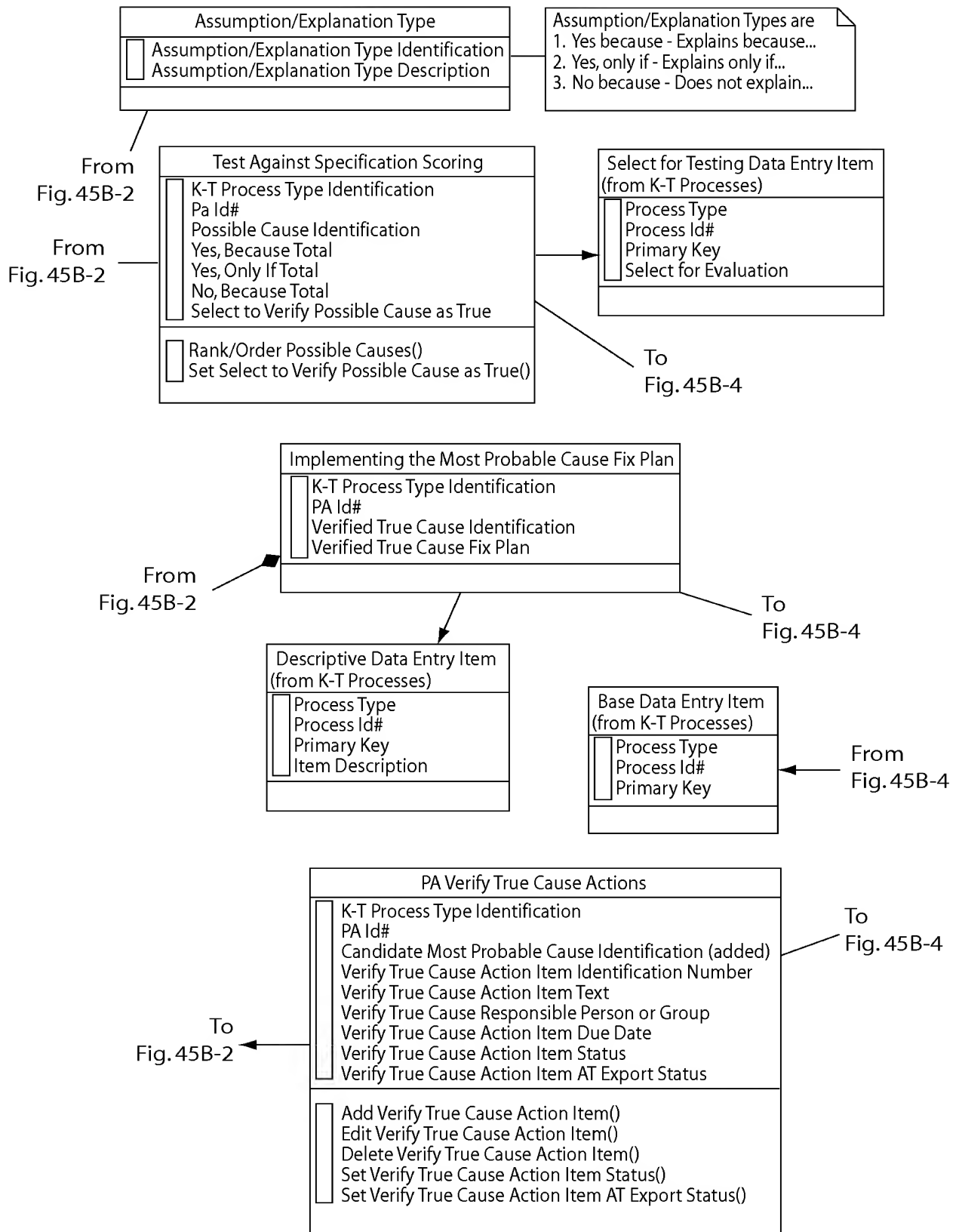


Fig. 45B-3

Replacement Sheet

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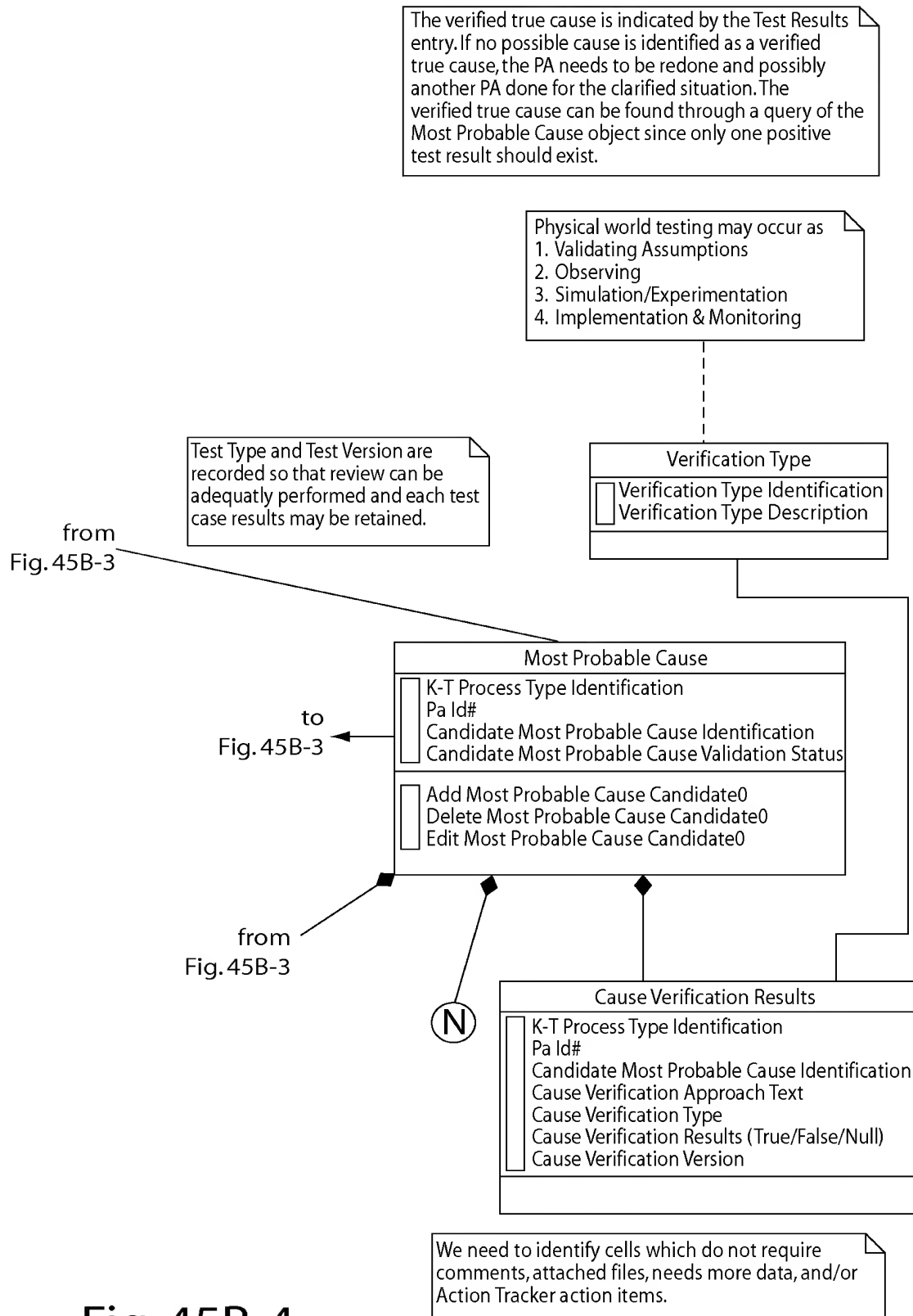


Fig. 45B-4

Replacement Sheet

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SA Results Data Imported:
1. The Clarified Concern to be the subject of the PA.
2. Its Seriousness
3. Its Urgency
4. Its Growth
5. The PA action needed (object/deviation problem statement format)
6. The Sub-Actions of
A. What
B. When
C. Who (using Action Tracker field types for this)
D. Role (user Defined, Owner, Facilitator, Information Source, or Approver)

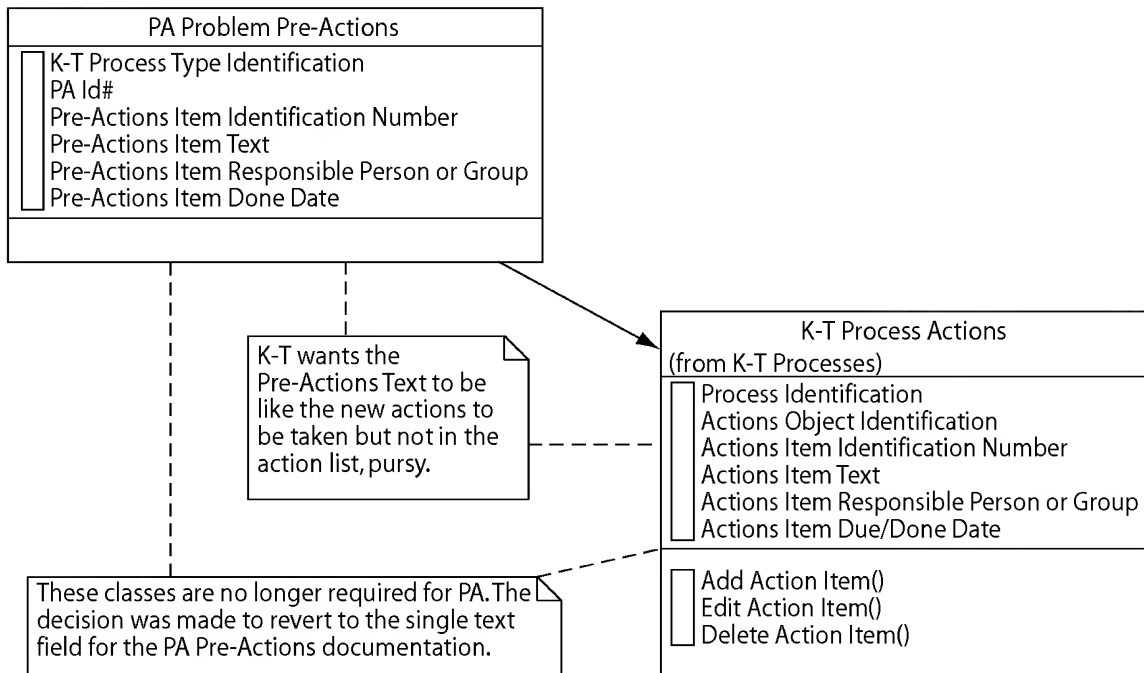


Fig. 45C-1

Replacement Sheet

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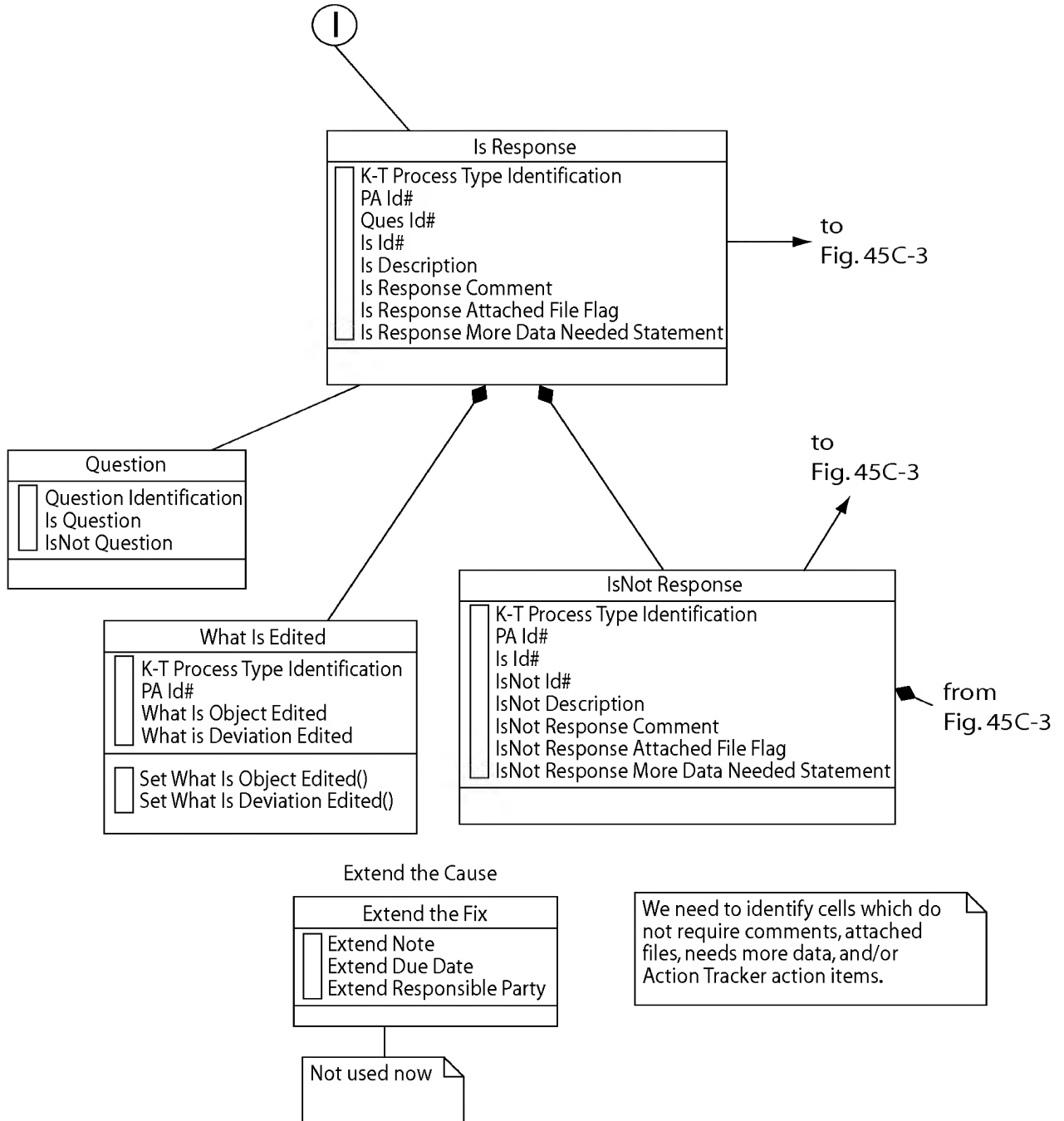


Fig. 45C-2

Replacement Sheet

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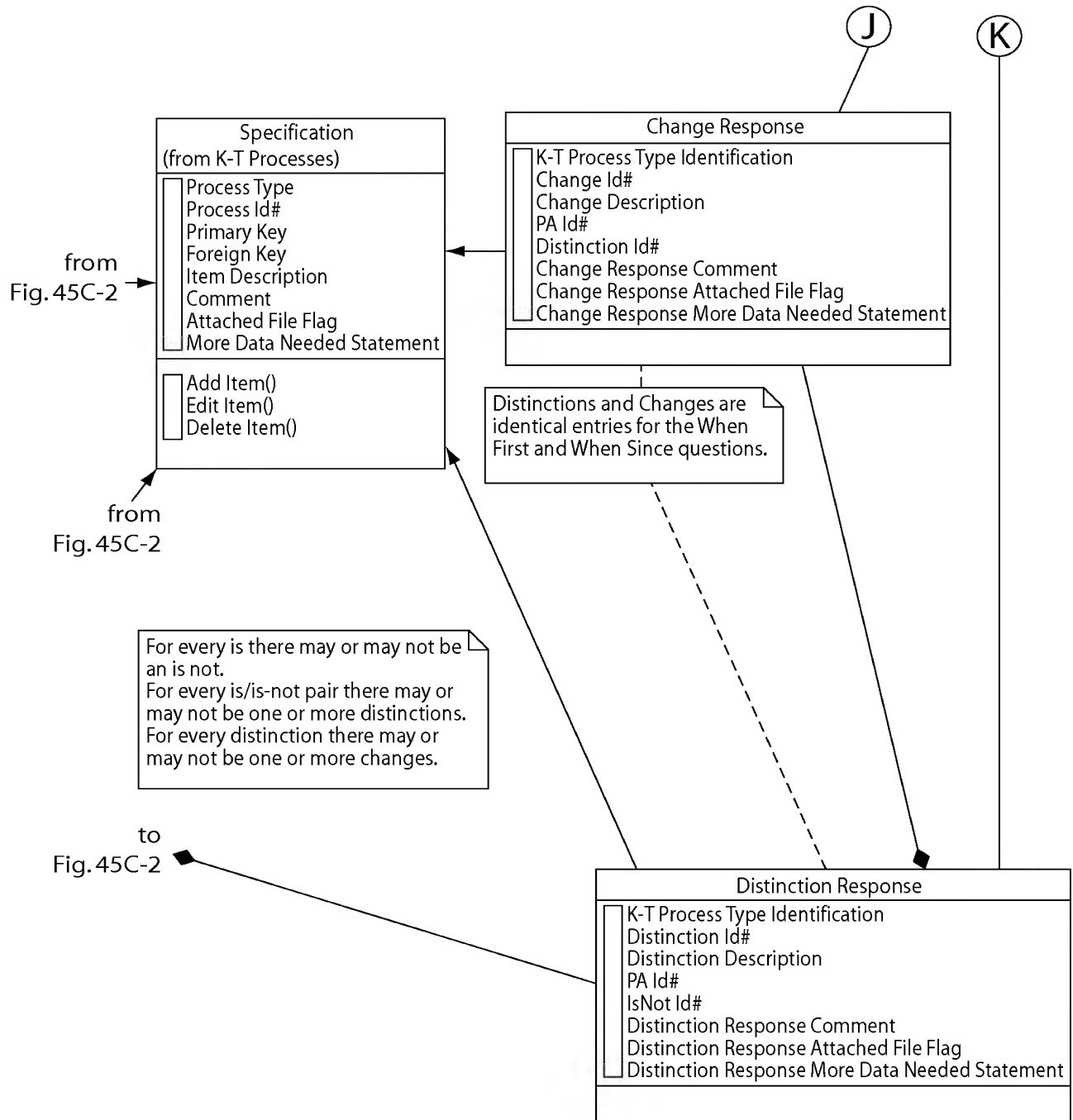


Fig 45C -3

Replacement Sheet

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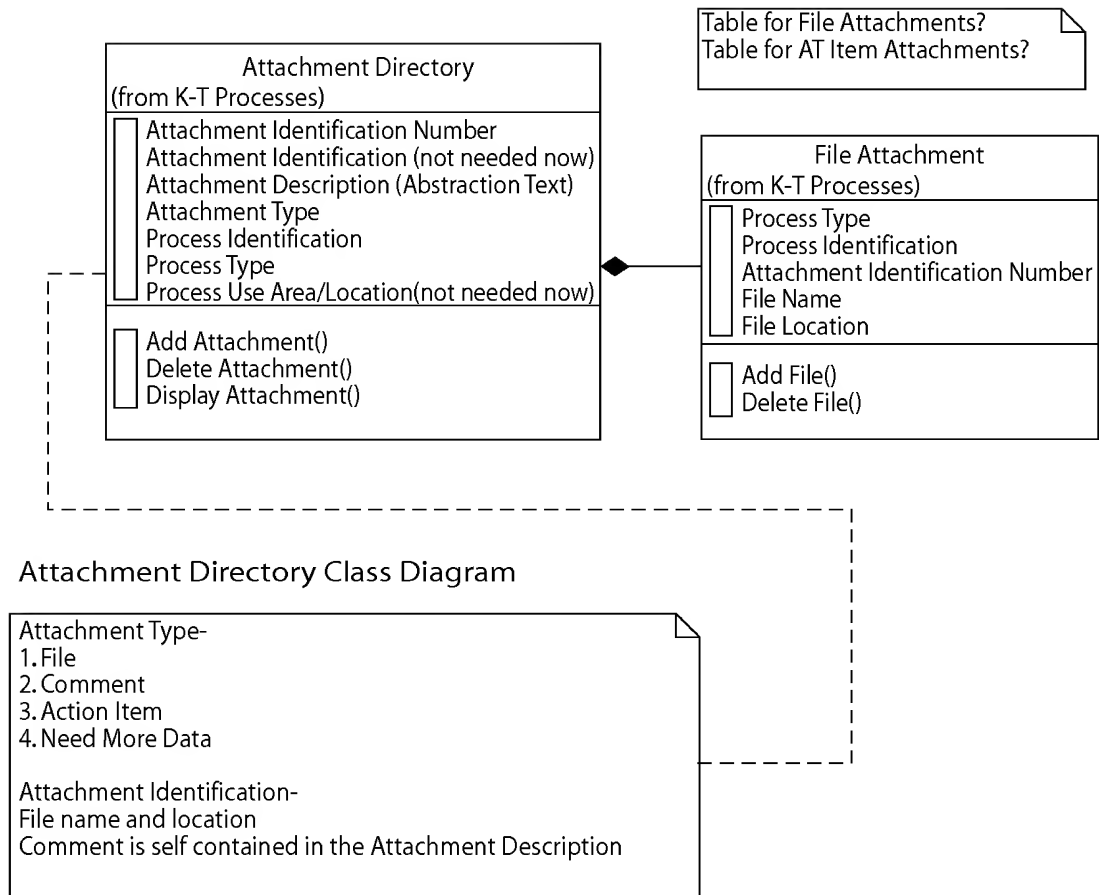


Fig. 45C-4

Replacement Sheet

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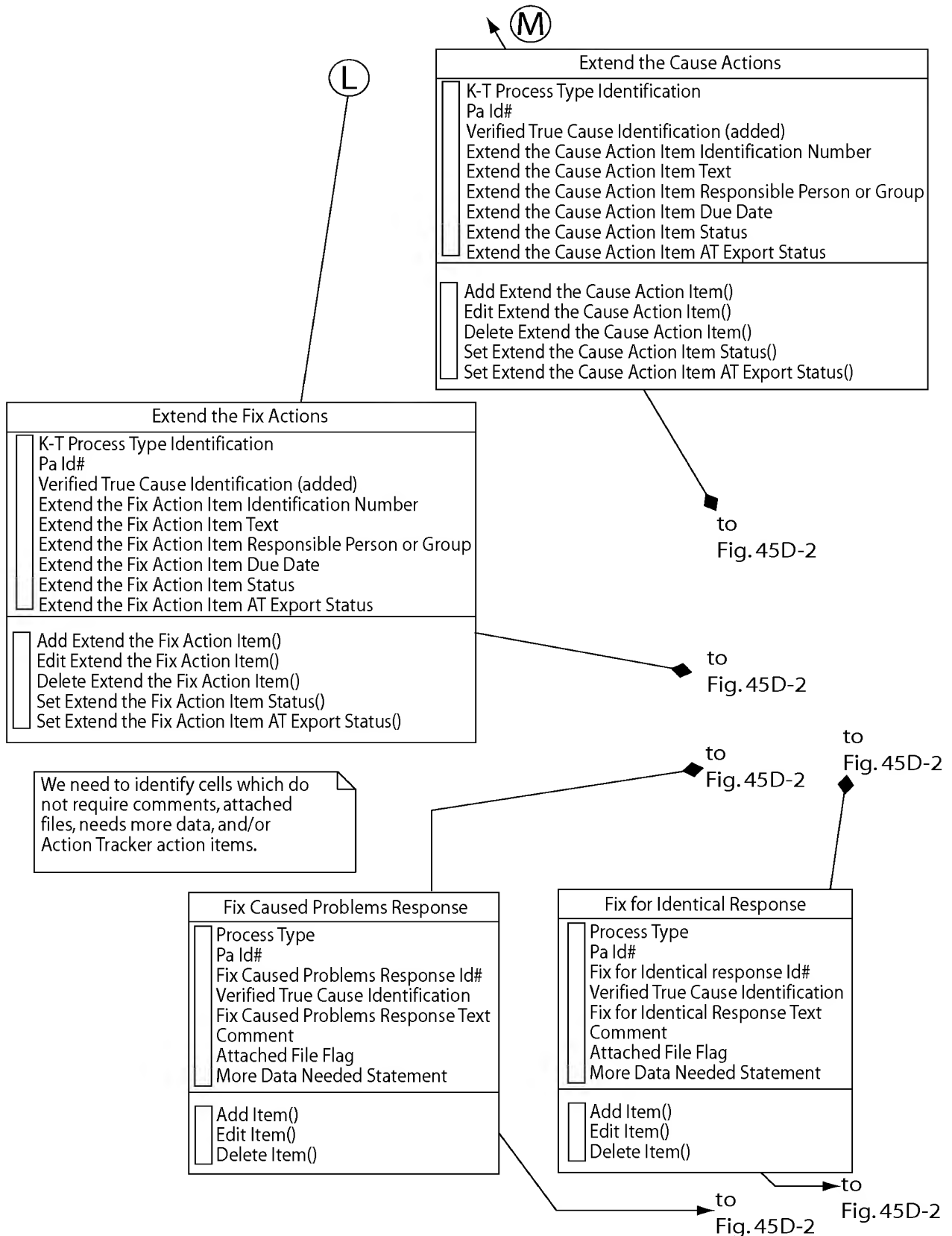
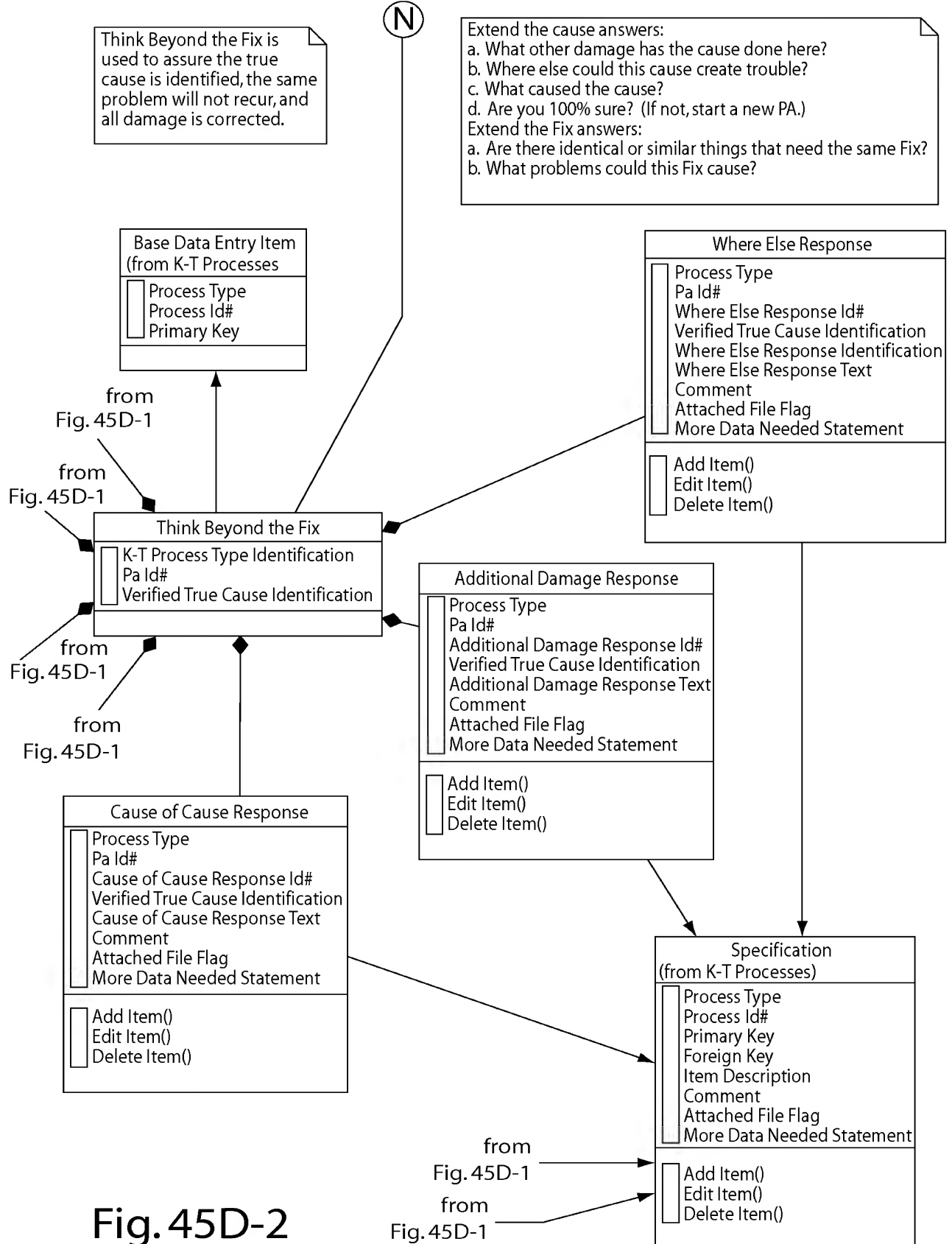


Fig. 45D-1

Replacement Sheet

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Replacement Sheet

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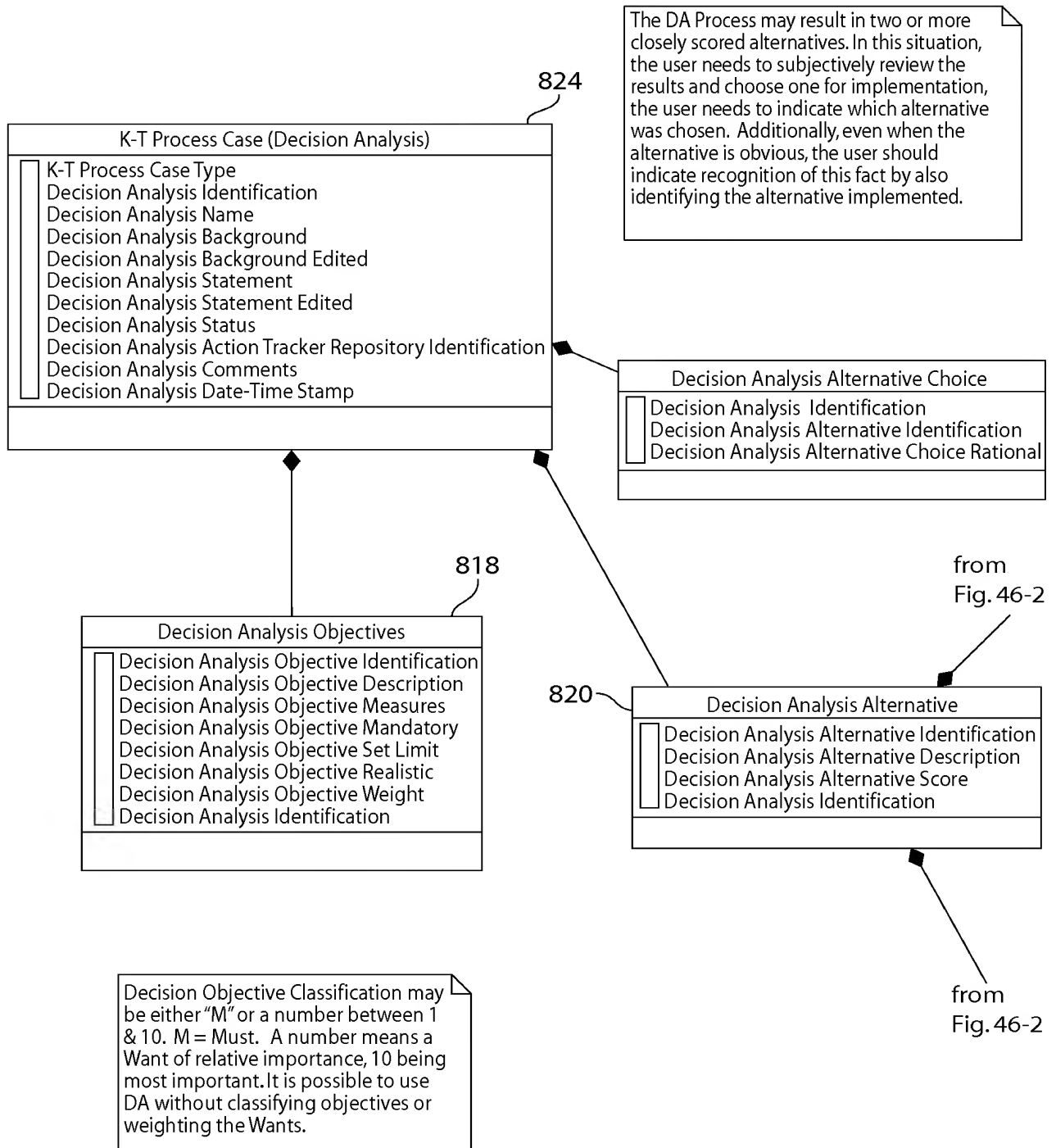


Fig. 46-1

Replacement Sheet

54/149

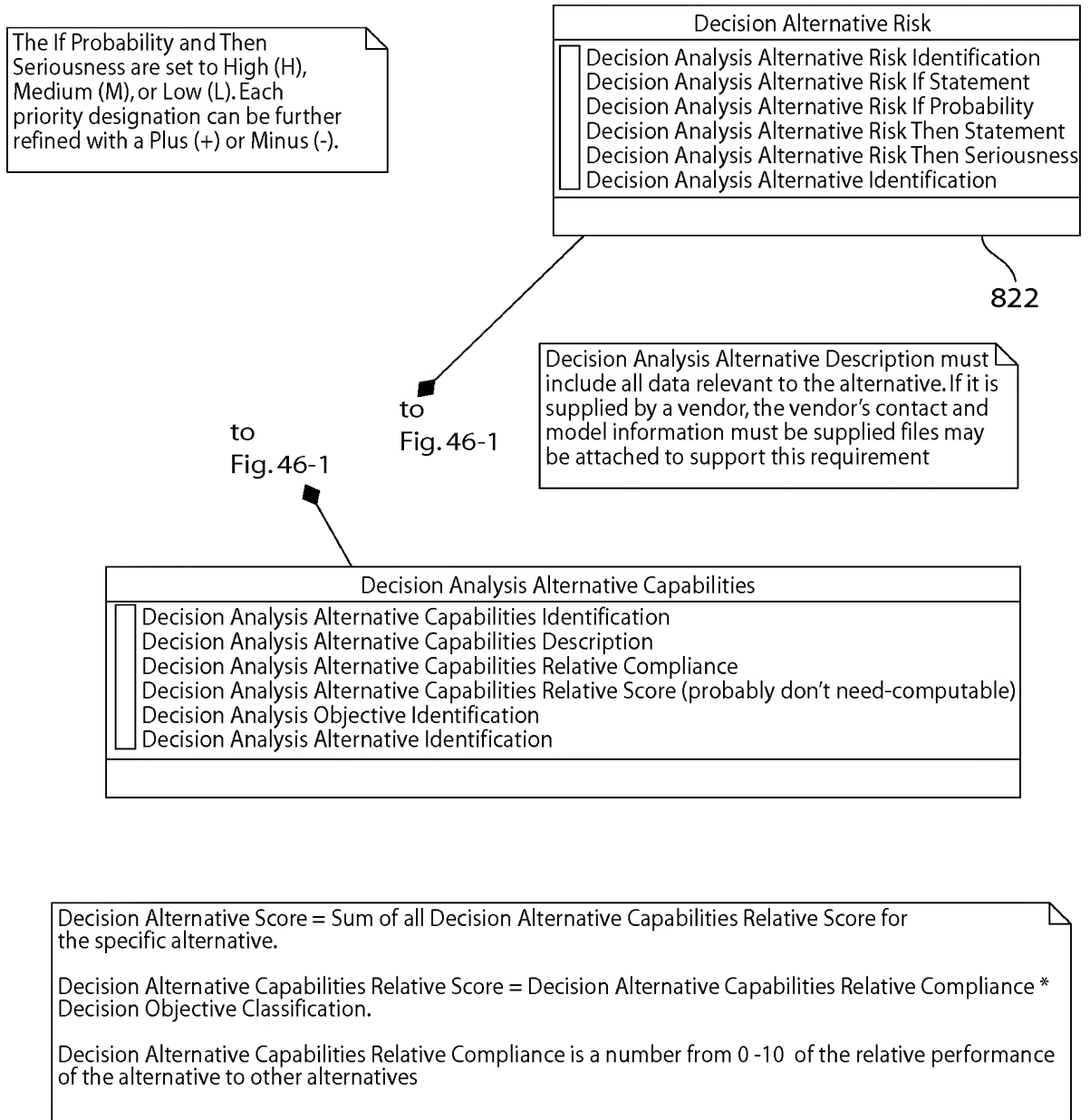


Fig. 46-2

Replacement Sheet

55/149

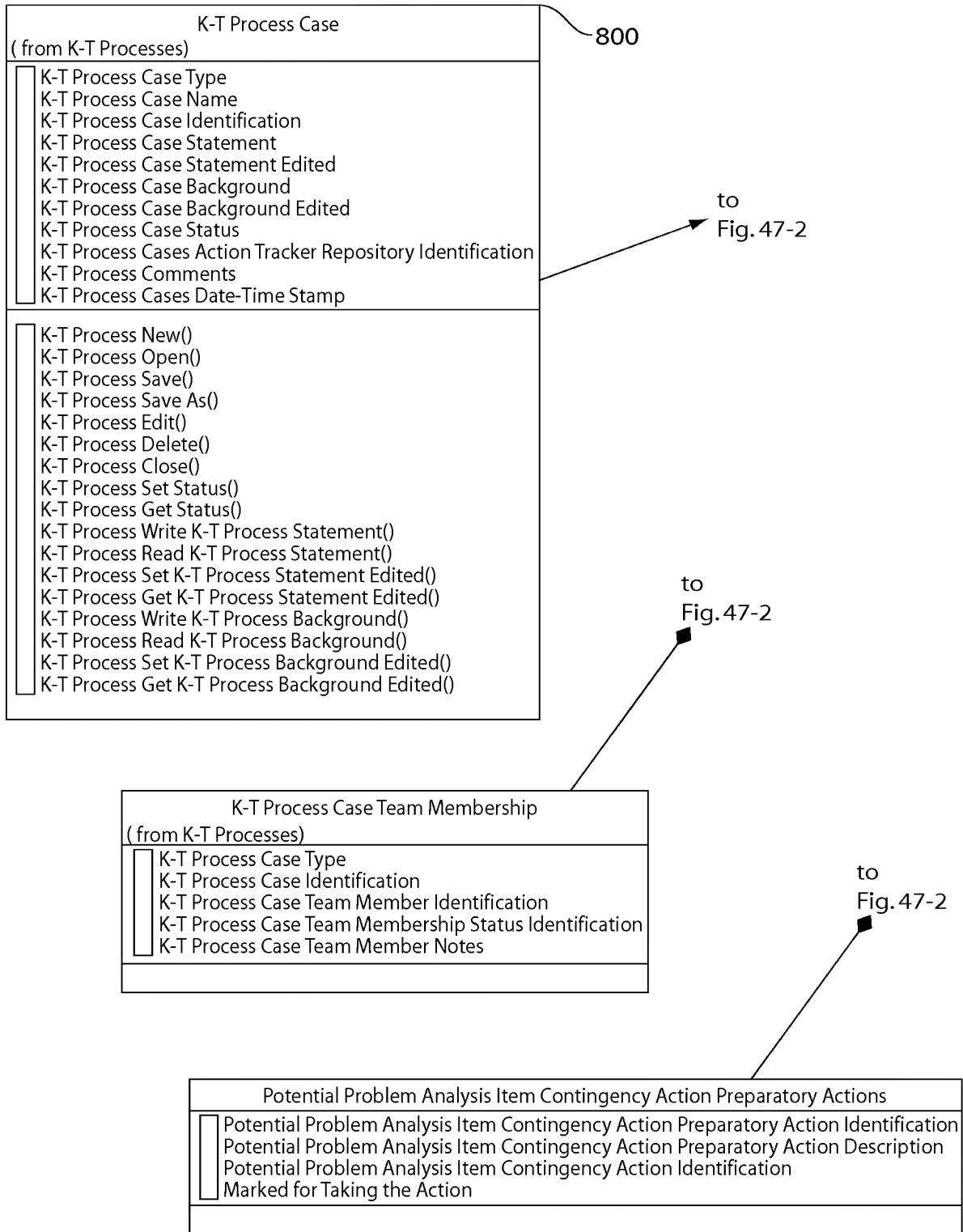


Fig. 47-1

Replacement Sheet

56/149

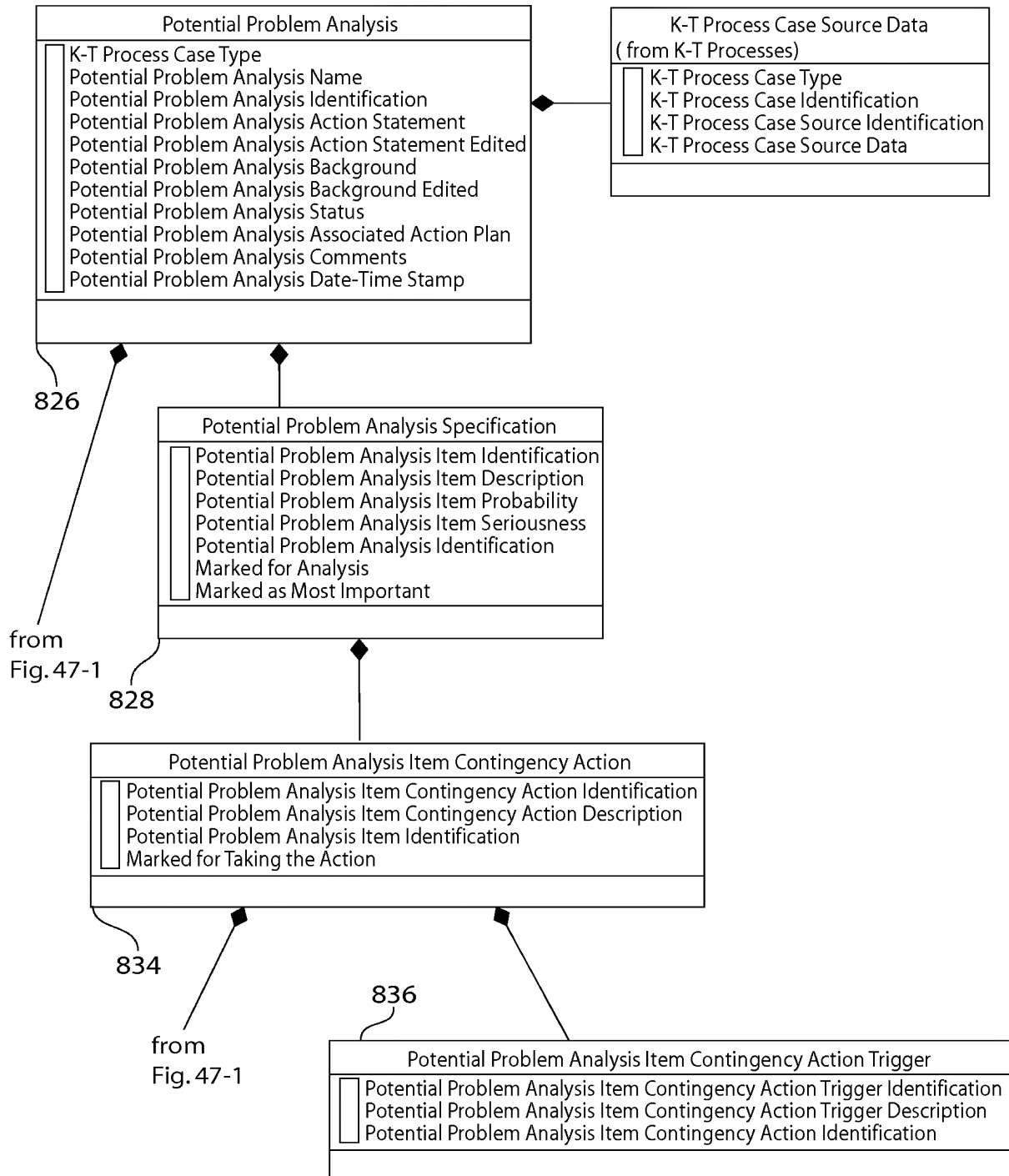


Fig. 47-2

Replacement Sheet

57/149

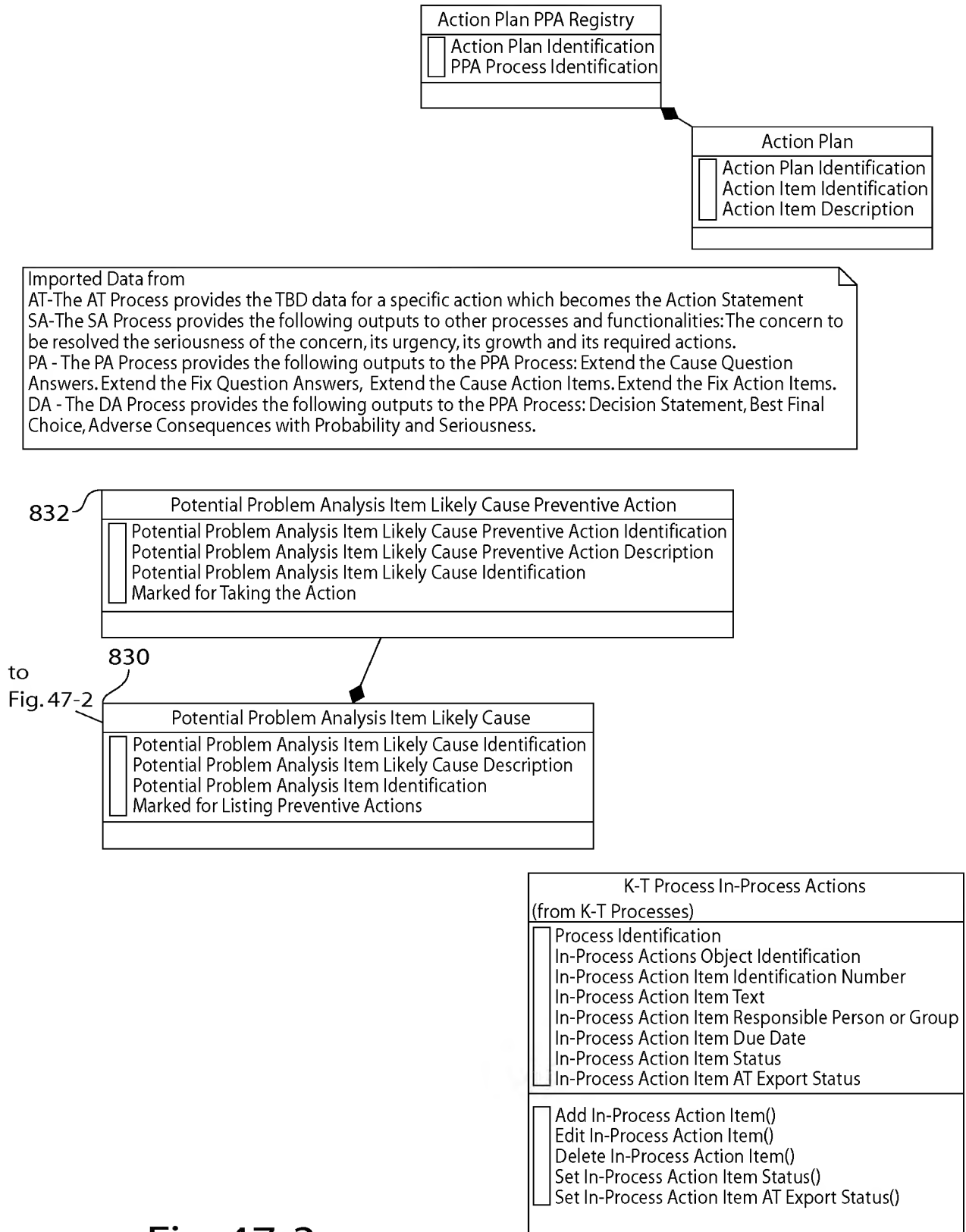


Fig. 47-3

Replacement Sheet

58/149

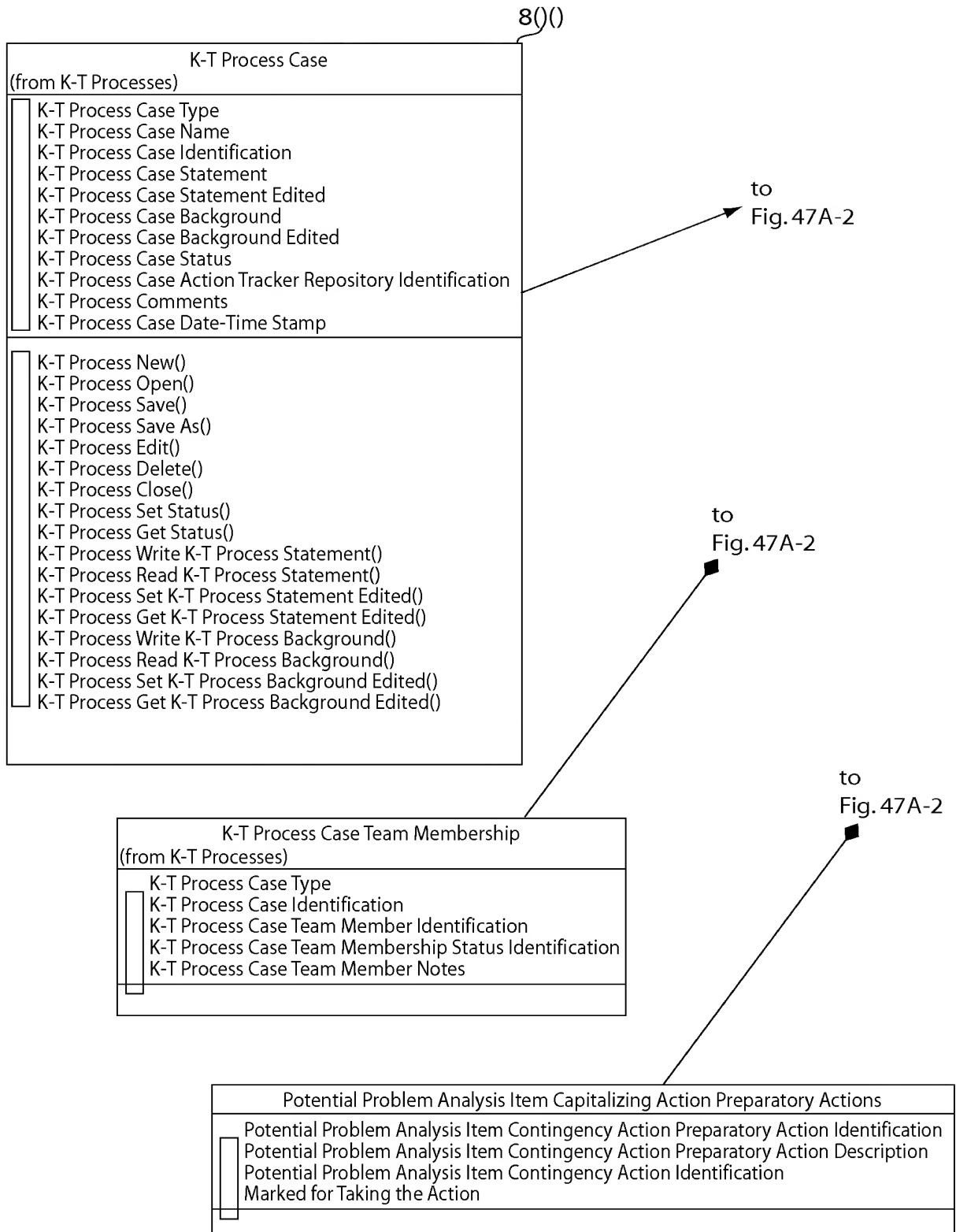


Fig. 47A-1

Replacement Sheet

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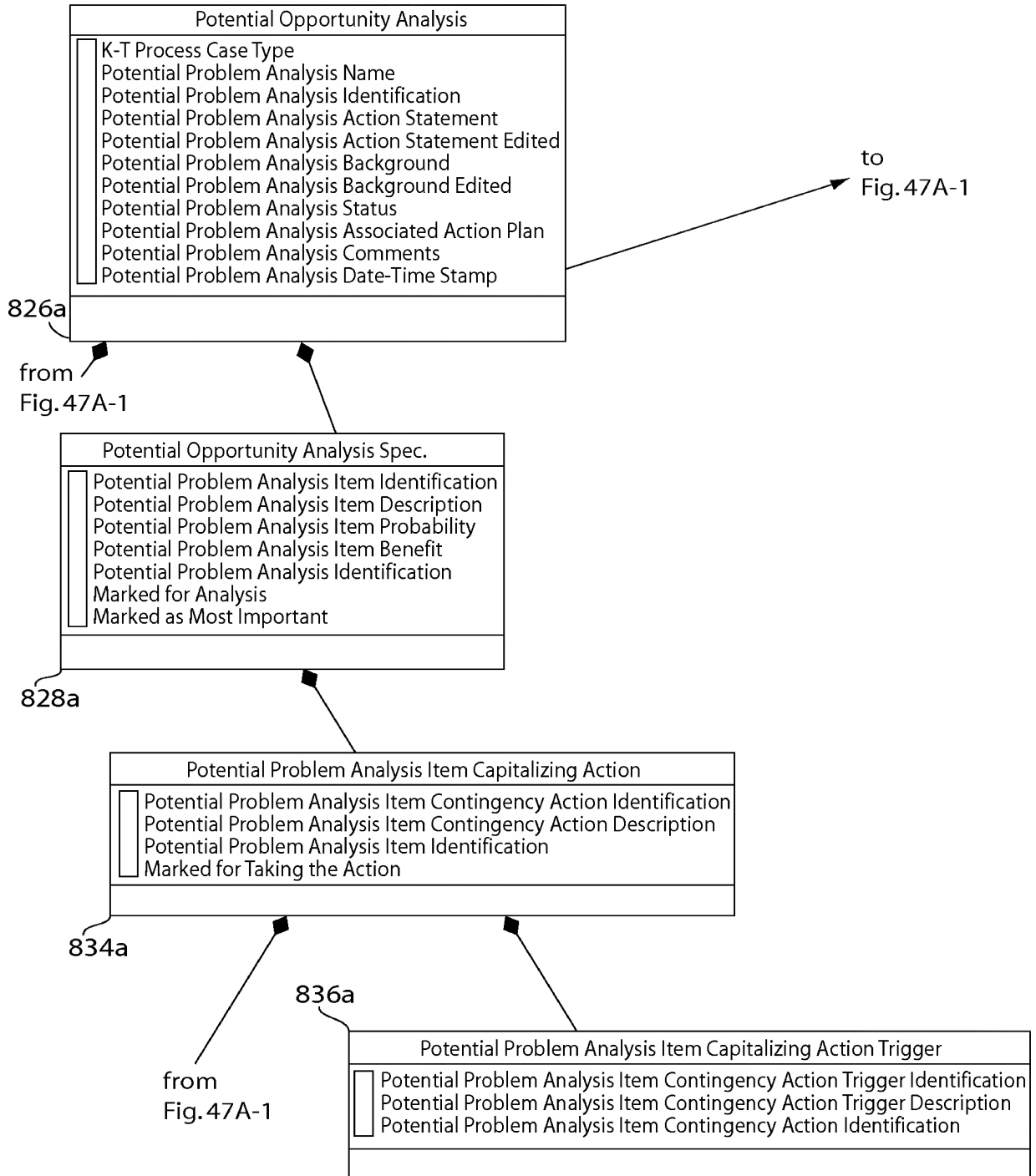
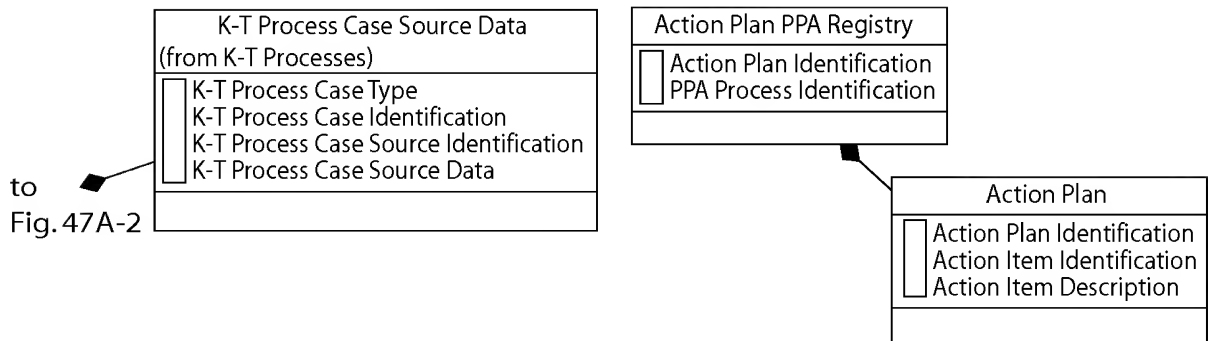


Fig. 47A-2

Replacement Sheet

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Imported Data from
 AT - The AT Process provides the TBD data for a specific action which becomes the Action Statement.
 SA - The SA Process provides the following outputs to other processes and functionalities: The concern to be resolved, the seriousness of the concern, its urgency, its growth, and its required actions.
 PA - The PA Process provides the following outputs to the PPA Process: Extend the Cause Question Answers, Extend the Fix Question Answers, Extend the Cause Action Items, Extend the Fix Action Items.
 DA - The DA Process provides the following outputs to the PPA Process: Decision Statement, Best Final Choice, Adverse Consequences with Probability and Seriousness.

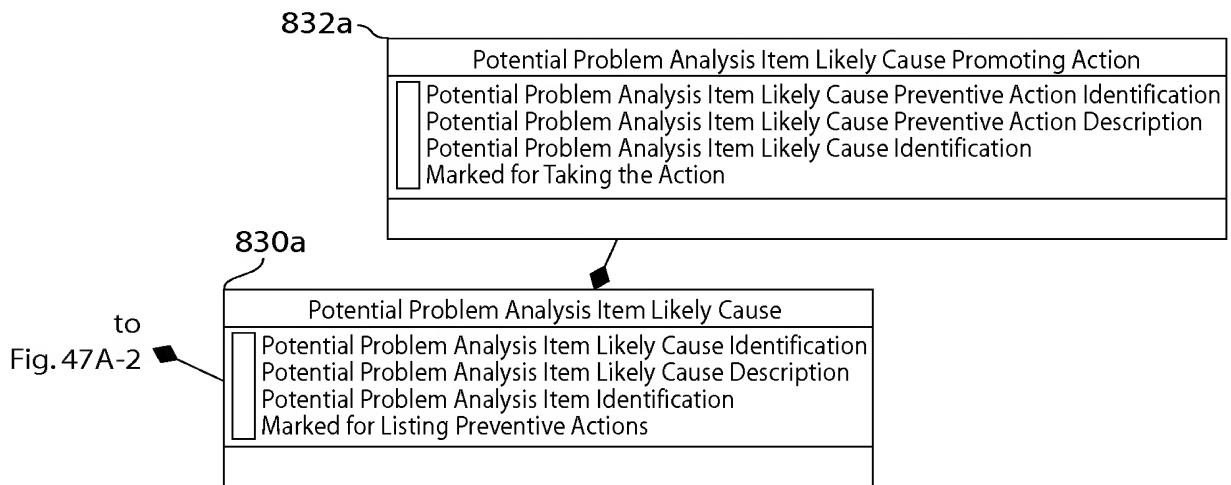
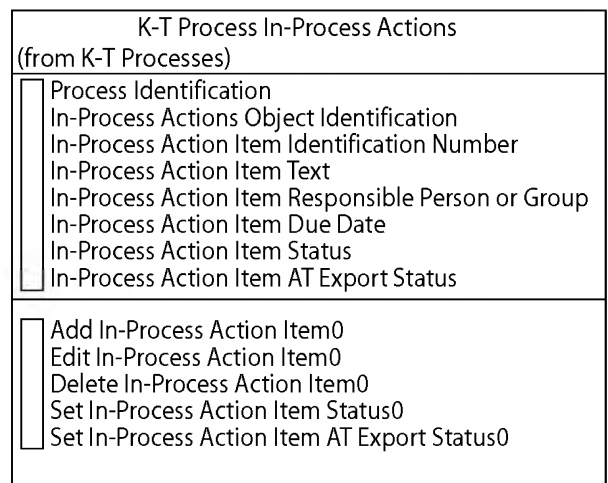


Fig. 47A-3



Replacement Sheet

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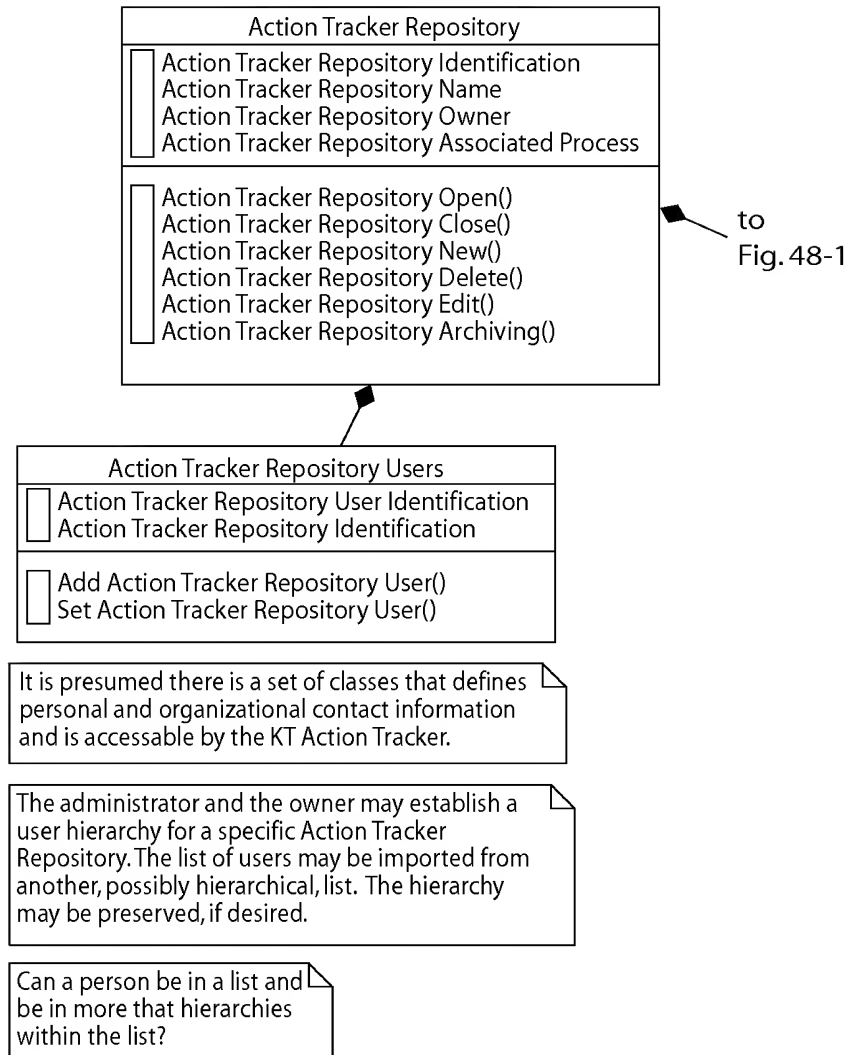
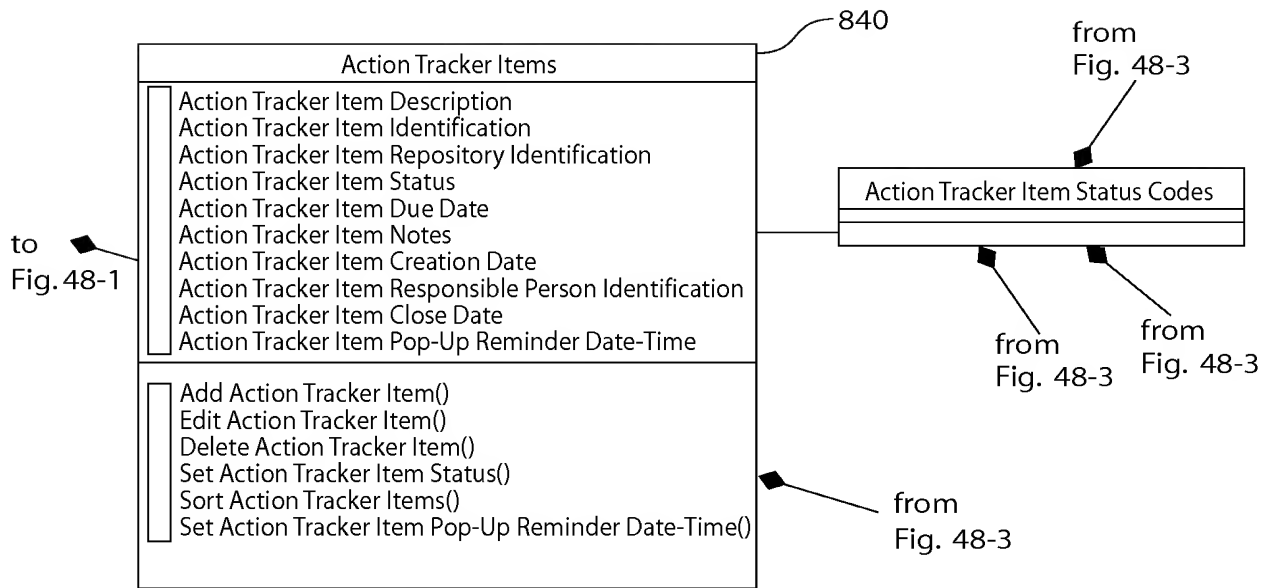


Fig. 48-1

Replacement Sheet

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Action Items removed from the Action Tracker database will not affect entries that exist in the KT (process) database. This implies an independent entry being made for each database.

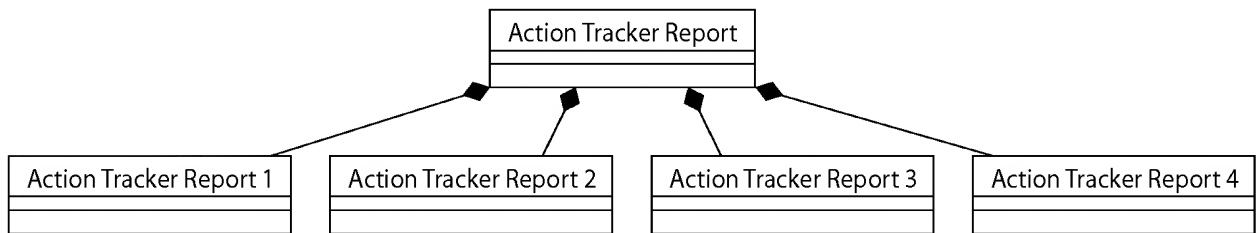


Fig. 48-2

Replacement Sheet

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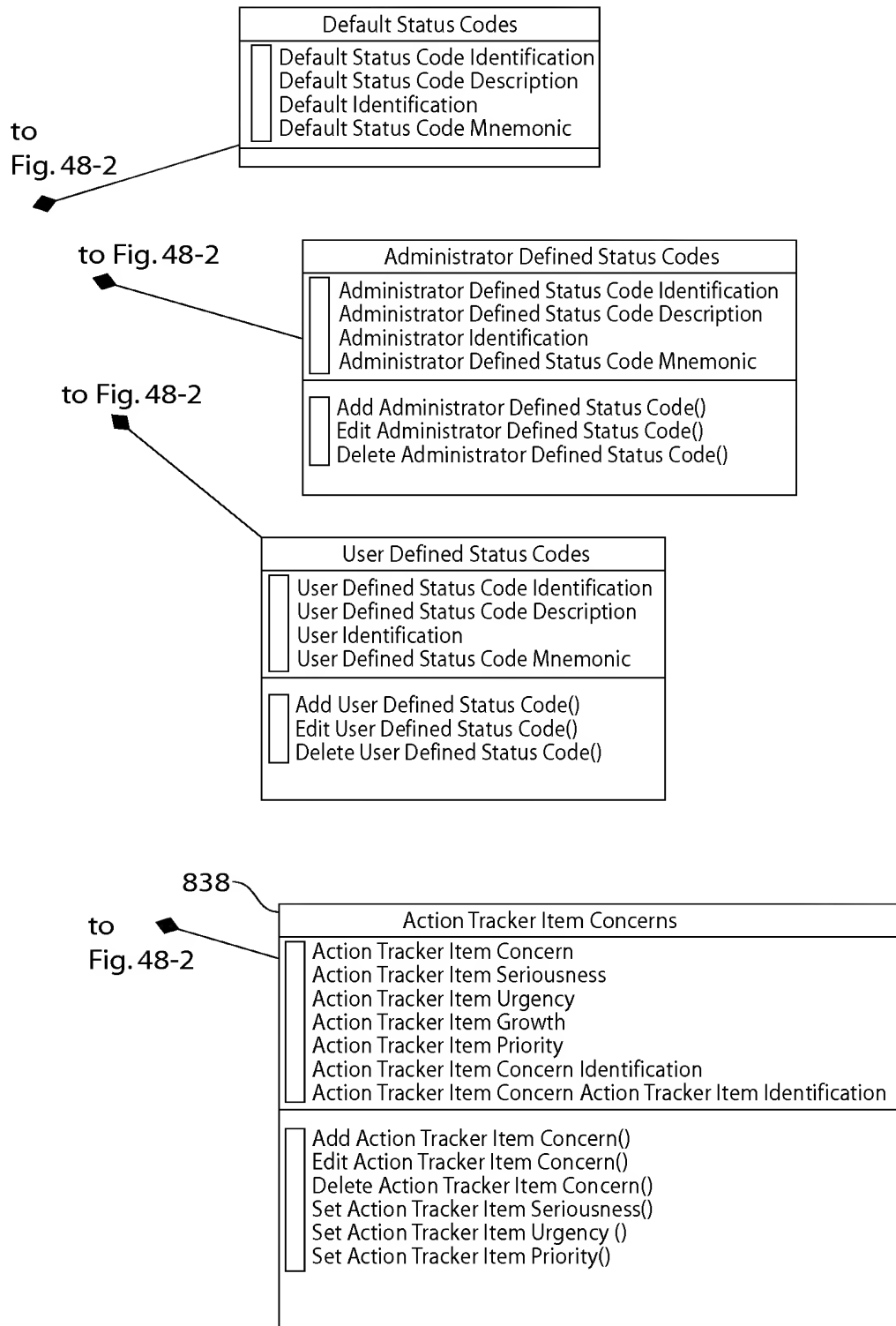


Fig. 48-3

Replacement Sheet

64/149

900

File View Format Support Window Mode Exit

Potential Opportunity Analysis

Develop a Plan

Action Statement

Action	Notes	Who	When

902

904 906 908

Insert Action 910 912

OLR Demos Examples Process Expert

Fig. 49

914

903

916

File View Format Support Window Mode Exit

Potential Opportunity Analysis

List Potential Opportunities

Action Statement

Prev Select Next

Action	Notes	Who	When

Potential Opportunities

Insert Opportunity

OLR Demos Examples Process Expert

Fig. 50

Replacement Sheet

65/149

The screenshot shows the 'Potential Opportunity Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'KEPNER TREGOE Potential Opportunity Analysis'. A dropdown menu on the right is set to 'Assess Benefits'. Below the menu bar is a large text box for the 'Action Statement'. Underneath is a navigation pane with 'Prev', 'Select', and 'Next' buttons. The main area is divided into five columns: 'Action' (904), 'Notes' (906), 'Action Plan' (908), 'Who' (908), and 'When' (910). Below these is a table with three rows and four columns: 'Priority' (922), 'Potential Opportunity' (916), 'Probability' (918), and 'Benefit' (920). Each cell in the table contains 'High, Medium, Low' and a dropdown arrow. To the right of the table is a vertical scrollbar. Below the table is an 'Insert Opportunity' button. At the bottom are four buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'.

900

903

904 Action

906 Notes

908 Who

910 When

914

Prev

Select

Next

922 Priority

916 Potential Opportunity

918 Probability

920 Benefit

924

Insert Opportunity

OLR

Demos

Examples

Process Expert

Fig. 51

The screenshot shows the 'Potential Opportunity Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'KEPNER TREGOE Potential Opportunity Analysis'. A dropdown menu on the right is set to 'Consider Likely Causes'. Below the menu bar is a large text box for the 'Action Statement'. Underneath is a navigation pane with 'Prev', 'Select', and 'Next' buttons. The main area is divided into five columns: 'Action' (904), 'Notes' (906), 'Action Plan' (908), 'Who' (908), and 'When' (910). Below these is a table with three rows and four columns: 'Priority' (922), 'Potential Opportunity' (926), 'Likely Cause' (928), and 'Probability' (930). Each cell in the table contains 'High, Medium, Low' and a dropdown arrow. To the right of the table is a vertical scrollbar. Below the table is an 'Insert Likely Cause' button. At the bottom are four buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'.

914

903

904 Action

906 Notes

908 Who

910 When

922 Priority

926 Potential Opportunity

928 Likely Cause

930 Probability

934

936

Insert Likely Cause

OLR

Demos

Examples

Process Expert

Fig. 52

Replacement Sheet

66/149

The screenshot shows the 'Potential Opportunity Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'KEPNER TREGOE Potential Opportunity Analysis'. On the right, a dropdown menu is set to 'Taking Promoting Action'. Below this is a large text area for the 'Action Statement'. A table with five columns: 'Action', 'Notes', 'Action Plan', 'Who', and 'When' is present. To the left of this table are three buttons: 'Prev', 'Select', and 'Next'. Below the table is a section titled 'Promoting Actions' with four columns: 'Priority', 'Potential Opportunity', 'Likely Cause', and 'Promoting Action'. A vertical scrollbar is on the right of this table. Below the table are two buttons: 'Insert Likely Cause' and 'Insert Preventative Action'. At the bottom is a navigation bar with buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. A callout line labeled '938' points to the 'Promoting Action' column header.

Action	Notes	Action Plan	Who	When

Priority	Potential Opportunity	Likely Cause	Promoting Action

Insert Likely Cause Insert Preventative Action

OLR Demos Examples Process Expert

938

Fig. 53

The screenshot shows the 'Potential Opportunity Analysis' software interface. At the top is a menu bar with 'File', 'View', 'Format', 'Support', 'Window', 'Mode', and 'Exit'. The title bar reads 'KEPNER TREGOE Potential Opportunity Analysis'. On the right, a dropdown menu is set to 'Taking Capitalizing Action'. Below this is a large text area for the 'Action Statement'. A table with five columns: 'Action', 'Notes', 'Action Plan', 'Who', and 'When' is present. To the left of this table are three buttons: 'Prev', 'Select', and 'Next'. Below the table is a section titled 'Capitalizing Actions' with four columns: 'Priority', 'Potential Opportunity', 'Capitalizing Action', and 'Trigger'. A vertical scrollbar is on the right of this table. Below the table are two buttons: 'Insert Contingent Action' and 'Insert Trigger'. At the bottom is a navigation bar with buttons: 'OLR', 'Demos', 'Examples', and 'Process Expert'. Callout lines are present: '939' points to the 'Potential Opportunity' column header, '940' points to the 'Capitalizing Action' column header, '944' points to the 'Trigger' column header, and '942' points to the 'Insert Contingent Action' button.

Action	Notes	Action Plan	Who	When

Priority	Potential Opportunity	Capitalizing Action	Trigger

Insert Contingent Action Insert Trigger

OLR Demos Examples Process Expert

939 940 944

942

Fig. 54

Replacement Sheet

67/149

File View Format Support Window Mode Exit

Potential Analysis Modify Plan

Action Statement


Action	Notes	Who	When


946


Insert Action Update Action Track

OLR Demos Examples Process Expert

Fig. 55

ELECTRONIC TOOL				- □ X		
Edit	Cell	Communication	View	Support	Window	PROBLEM ANALYSIS ▾
State Possible Causes				SITUATION APPRAISAL		
<i>Describe the Problem</i>				✓ PROBLEM ANALYSIS		
State the Problem				DECISION ANALYSIS		
Specify the Problem				POTENTIAL PROBLEM ANALYSIS		
<i>Identify Possible Causes</i>				POTENTIAL OPPORTUNITY ANALYSIS		
Use Distinctions and Changes				ACTION TRACKER		
✓ State Possible Causes						
<i>Evaluate Possible Causes</i>						
Test Possible Causes Against Specification						
Determine the Most Probable Cause 						
<i>Confirm True Cause</i>						
Gather Facts to Verify the True Cause						
Think Beyond the Fix						

 Notepad

 Support

1 2 3

Go to Interview Mode

Previous Screen

Next Screen ▸

Fig. 56

KT eThink

You've chosen to conduct a Situation Appraisal. If you're concerned about a situation and are not sure what to do, this process will help you.

- Identify and prioritize specific concerns.
- Understand the actions to take to resolve them.

Before you begin the appraisal, you'll complete these steps:

1

Record the background of the situation.

2

record the theme of the appraisal.

Notepad

Previous Screen

Next Screen

Fig. 57

KT eThink		<input type="checkbox"/> <input type="checkbox"/> X	
<div><div><div>1 What's the background of this situation? Describe the situation and its history.</div><div>?</div></div><div>Background</div></div>			
		Notepad	Previous Screen
		Next Screen	

Fig. 58

Replacement Sheet

71/149

KT eThink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2 What's the theme or title of this Situation Appraisal? Record a brief phrase that describes this appraisal.</p> <p style="text-align: center;">?</p>				
Theme or Title _____				

Fig. 59

KT eThink

You've recorded the situation background. Now, you'll identify your concerns about this situation by completing these steps:

1

Record your concerns.

2

Separate and clarify your concerns until they are actionable.

3

Review your concerns.

Notepad

Previous Screen

Next Screen

Fig. 60

Replacement Sheet

73/149

KT eThink	
<div><div><div>1</div><div>What are your concerns about this situation? Record a brief description of each issue, threat, or opportunity you're facing.</div><div>?</div></div><div>Concerns<div><div></div><div></div><div></div><div></div><div></div><div></div></div><div>Insert New Concern</div></div></div>	
	Notepad
	Previous Screen
	Next Screen

Fig. 61

KT eThink

?

2a

What do you mean by [concern X]? Separate and clarify your concern by rewriting it as one or more statements in which the meaning and action required are clear. If the meaning and action required are already clear, click "Keep concern as is".

Separated and Clarified Concerns

Insert Concern as is

Insert New Concern

↶

↷

2b

Review the next concern.

Concern
0 of 0

Previous Concern

Next Concern

Notepad

Previous Screen

Next Screen

Fig. 62

Replacement Sheet

75/149

KT eThink

3

Review your separated and clarified concerns. Are any concerns still unclear? Do any of the concerns require more than one action to resolve them? If so, revise them now.

Concerns

	Separated and Clarified Concerns

Insert New Concern

Insert New Clarified Concern

Notepad

Previous Screen

Next Screen

Fig. 63

KT eThink			
<p>You've identified and clarified your concerns. In the next section, you'll set priority for resolving your concerns. Is the order in which the concerns need to be resolved clear?</p>			
<div> <input checked="" type="radio"/> Yes, and I would like to set the priority now <input type="radio"/> No, I need to determine the <u>C</u>urrent <u>I</u>mpact, <u>F</u>uture <u>I</u>mpact, and <u>T</u>ime <u>F</u>rame of each concern before I can determine the priority. </div>			
	Notepad	Previous Screen	Next Screen

Fig. 64

KT eThink

You've chosen to set priority now. To do that, you'll follow these steps:

1

Determine whether each concern is of High, Medium, or Low priority.

2

Review your priorities.

Notepad

Previous Screen

Next Screen

Fig. 65

Replacement Sheet

78/149

KT eThink

1

What's the priority for resolving each concern? Prioritize your concerns as High, Medium, or Low, depending on their importance and the order in which you will resolve them.

?

Concerns

	Priority
	High <input checked="" type="checkbox"/>
	High <input checked="" type="checkbox"/>
	High <input checked="" type="checkbox"/>
	High <input checked="" type="checkbox"/>
	High <input checked="" type="checkbox"/>
	High <input checked="" type="checkbox"/>

Insert New Concern

Notepad

Previous Screen

Next Screen

Fig. 66

Replacement Sheet

79/149

KT eThink

2

Review your prioritized concerns. Does the priority you set accurately indicate which concerns you should work on first? If not, change the priority.

Concerns

	Priority
	High
	High
	High
	High
	High
	High

Insert New Concern

Notepad

Previous Screen

Next Screen

Fig. 67

KT eThink

You've prioritized your concerns. Now you'll determine what to do to resolve each concern by completing these steps:

1

Determine the process you'll use.

2

Describe how you'll resolve your concerns.

Notepad

Previous Screen

Next Screen

Fig. 68

KT eThink

1

What process should you use to resolve [concern X]? Choose the most appropriate process from the list if you want to take action without any analysis, choose None required.

?

Concerns

	Process
	Situation Appraisal
	Situation Appraisal
	Situation Appraisal
	Situation Appraisal
	Situation Appraisal
	Situation Appraisal

Insert New Concern

Notepad

Previous Screen

Next Screen

Fig. 69

KT eThink

2a

What do you need to do to resolve [concernX]? Briefly describe how you plan to resolve the concern.

?

Concerns	Process	Resolution
	Situation Appraisal <input checked="" type="checkbox"/>	
	Situation Appraisal <input checked="" type="checkbox"/>	
	Situation Appraisal <input checked="" type="checkbox"/>	
	Situation Appraisal <input checked="" type="checkbox"/>	

Insert New Concern

2b

Record the resolution for another concern

Concern
2 of 2

Previous Concern

Next Concern

Notepad

Previous Screen

Next Screen

Fig. 70

KT eThink

You've determined how to resolve your concerns. Now, you'll develop a plan for resolving the concerns by completing these steps.

1

Record actions needed to resolve the concern and assign responsibility for the actions.

2

Review your plan.

Notepad

Previous Screen

Next Screen

Fig. 71

KT eThink

?

1a What needs to be done to accomplish [Resolution X]? Review the concern, and record the specific actions needed to resolve it. For each action, record.

Concerns	Priority	Process	Resolution	Actions	When	Who	Role
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				

Insert New Action

1b Assign actions for another concern.

Concern
2 of 5

Previous Concern

Next Concern

Previous Screen

Next Screen

Fig. 72

Replacement Sheet

85/149

KT eThink

2

Here is your plan for resolving your concerns. If these actions are taken on time, will your concerns be resolved? If not, revise the list.

Concerns	Priority	Process	Resolution	Actions	When	Who	Role
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				
	High	<input checked="" type="checkbox"/> Situation Appraisal	<input checked="" type="checkbox"/>				

Insert New Action

Notepad

Previous Screen

Next Screen

Fig. 73

Replacement Sheet

86/149

ELECTRONIC TOOL

Edit

Cell

Communication

View

Support

Window

PROBLEM ANALYSIS

Use Distinctions and Changes

Problem: Flight attendants have red sweat

	Is	Is Not	Distinctions	Changes
What object?	Flight attendants	Pilots, Passengers, Ground Crew, Gate Agents, Lead Flight Attendants	Demonstrate safety equipment	New life vests (early January)
	Both male and female	Only female Only male		
What Deviation?	Red sweat	Blisters, sores		
	Perspiration with red particles	Blood		
Where Geographically?	On our A300s	Other carriers using A300s Our DC-9s	Our A300 interior configuration	New counter tops (early March) New cleanser (mid March) newsafety equipment (early January)
	Three 727s	Other Eastern 727s	different flotation devices	new life vests (early January)
	NY-Florida (A300) NY-Chicago (727) NY-Toronto (727)	Our other A300 routes Our other 727	Flights over water	No known change

Insert Is/Is Not Pair

Insert Distinction

Insert Change

Notepad

Support

Go to Interview Mode

Previous Screen

Next Screen

Fig. 74





ELECTRONIC TOOL				- □ x				
Edit	Cell	Communication	View	Support	Window	PROBLEM ANALYSIS		▽
Use Distinctions and Changes			▽	Problem: Flight attendants		have red sweat		
<p>In the Use Distinction and Changes step of Problem Analysis, you will gain insight into the data you developed in Specify the Problem. Here are the steps you will follow:</p> <div><div></div><div><p>1 Look for all possible Distinctions between the “Is” and “Is Not” in your Object data and record those Distinctions in the appropriate cell.</p></div></div> <div><div></div><div><p>2 Repeat step 1 for every “Is/Is Not” pair in your specification.</p></div></div> <div><div><p>3 Reflect on your data, making sure it is complete and specific.</p></div></div> <div><div></div><div><p>4 Look for Changes that may be associated with each Distinction about your Object, and record those Changes in the appropriate cell.</p></div></div> <div><div></div><div><p>5 Repeat step 4 for every Distinction that you have identified.</p></div></div> <div><div><p>6 Reflect on your data, making sure it is complete and specific.</p></div></div>								

Fig. 75

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ELECTRONIC TOOL		<input type="button" value="-"/> <input type="button" value="x"/>	
Edit Cell Communication View Support Window	PROBLEM ANALYSIS		
Use Distinctions and Changes ▾ Problem: Flight attendants have red sweat			

- 1** Look at the "What Object?" is/is not pair below. What is distinct (different odd, special or unique) about Flight attendants when compared to Pilots, Passengers.

Type an answer in the Distinctions cell below.

If you find another Distinction, click the Insert Distinction button, then type the new Distinction in the new cell.

Is	Is Not	Distinctions
What object?	Flight attendants	Pilots, Passengers, Ground Crew, Gate Agents, Lead Flight Attendants
<div style="border: 1px solid black; display: inline-block; padding: 5px 15px;">Insert New Distinction</div>		
- 2** When you can think of no other Distinction for this "Is"/"Is Not" pair, click the Next Pair button to consider the next pair, then repeat step 1.

Previous Pair ▲
Next Pair ▼

Fig. 76

ELECTRONIC TOOL

Edit

Cell

Communication

View

Support

Window

PROBLEM ANALYSIS

Use Distinctions and Changes

▼

Problem: Flight attendants have red sweat

3

Here are all the Distinctions you recorded. Review your data now and make any additions or corrections.

	Is	Is Not	Distinctions
What object?	Flight attendants	Pilots, Passengers, Ground Crew, Gate Agents, Lead Flight Attendants	Demonstrate safety equipment Touch lifevests Touch oxygen masks Handle sample belts
What deviation?	Both male and female Red sweat Perspiration with red particles	Only female Only male Blisters, sores Blood	
Where geographically?	On our A300s	Other carriers using A300s Our DC-9s	Our A300 interior configuration

Insert New Distinction

Notepad

Support

Go to Worksheet Mode

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Fig. 77

ELECTRONIC TOOL				- □ ×	
Edit	Cell	Communication	View	Support	Window
State Possible Causes				PROBLEM ANALYSIS	
▼			Problem: Flight attendants have red sweat		

- 1** How could new life vests (early January)

Cause:

Red sweat In, around, or between:
 Flight attendants

Type your answer in the Possible Cause area below. If you find more than one Possible Cause for this Change, click the Insert Cause button, then type the new Possible Cause in the new cell.

Possible Causes

Dye rubs off on flight attendants

Allergic reaction by flight attendants

Insert New Cause
- 2** When you can think of no other Possible Causes for this Change, click the Next Change button to consider the next Change from those you listed previously.

Change
1 of 3

Previous Change ▲

Next Change ▼

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Support

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Fig. 78

Replacement Sheet

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ELECTRONIC TOOL

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PROBLEM ANALYSIS

Test Possible Causes Against Spec. ▾

Problem: Flight attendants have red sweat

Select a cause to test: Ink from the printed letters causing allergic reactions in some attendants ▾

	Is	Is Not	Conditions only if...	Assumptions or Reasons
What object?	Flight attendants	Pilots, Passengers, Ground Crew, Gate Agents, Lead Flight Attendants	▾	the flight attendants are the only ones touching life vests
	Both male and female	Only female Only male	yes, because... ▾	men and women can have allergies
What Deviation?	Red sweat	Blisters, sores	no, because... ▾	allergies cause rash & blisters, not sweat
	Perspiration with red particles	Blood	no, because... ▾	allergies cause rash & blisters, not sweat
Where Geographically?	On our A300s	Other carriers using A300s Our DC-9s	yes, because... ▾	only our A300s use vests with printing
	Three 727s	Other Eastern 727s	yes, because... ▾	only those 727s use vests with printing
	NY-Florida (A300)	Our other A300	yes, because... ▾	only these routes use

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Insert Reason or Assumption

Fig. 79

ELECTRONIC TOOL

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PROBLEM ANALYSIS

Test Possible Causes Against Spec. ▾ Problem: Flight attendants have red sweat

3

Select a Cause

1 Which cause would you like to test? Select a cause to test from the list below.

Cause	Status
Ink from the canvas causing allergic reactions in some attendants	Not started
Ink from the printed letters causing allergic reactions in some attendants	In progress
Flakes of ink rubbing off on attendants' skin, mixing with perspiration	

2 In the next step, you'll test this cause against each pair of Is/Is Not statements in the spec.
The object of this step is to try to think of every reason why this statement *might not be* the cause of:
Flight attendants have red sweat
To do this, you'll list facts and **assumptions** about your cause that make the cause difficult or impossible to accept.

Test Cause

4

5

click Select Cause to test a different cause.

Select Cause

Notepad

Support

Go to Worksheet Mode

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Next Screen ▸

Fig. 80

ELECTRONIC TOOL

Edit

Cell

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PROBLEM ANALYSIS

Test Possible Causes Against Spec.

▼

Problem: Flight attendants have red sweat

3

If Ink from the printed letters causing allergic reactions in some attendants is the true cause of Flight attendants have red sweat

Does it explain:
Flight attendants

But not:
Pilots
Passengers
Ground Crew

Conditions

☐ yes it does, because...

☐ no it does not, because...

☒ it does, but only if you assume...

Assumptions or Reasons

the flight attendants are the only ones touching lifevests

Insert Assumption or Reason

Previous Pair

Next Pair

Pair
2 of 4

4

To test this cause against the next Is/Is Not pair, click Next Pair.

5

If you've tested all the Is/Is Not pairs, or if you've rejected this cause, click Select Cause to test a different cause.

Select Cause

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Support

Go to Worksheet Mode

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Fig. 81

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ELECTRONIC TOOL					DECISION ANALYSIS		
Edit	Cell	Communication	View	Support	Window		
Compare Alternatives Against WANT					Decision: Select a way to meet initial delivery requirements		
WANT Objectives	Weight	Alternative: Modify driver before January 1999	Weight	Total	Alternative: Reinstall old machine in new spot	Weight	Total
Minimize change to process	7		10	70		5	35
Minimize scheduling conflicts	5		10	50		5	25
Minimize production costs	10		10	100		8	80
		Tentative Choice		220	Tentative Choice		140

Fig. 82

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<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px 5px;">ELECTRONIC TOOL</div> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px 5px;">-</div> <div style="border: 1px solid black; padding: 2px 5px;">□</div> <div style="border: 1px solid black; padding: 2px 5px;">x</div> </div> </div>						
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 2px 5px;">Edit</div> <div style="border: 1px solid black; padding: 2px 5px;">Cell</div> <div style="border: 1px solid black; padding: 2px 5px;">Communication</div> <div style="border: 1px solid black; padding: 2px 5px;">View</div> <div style="border: 1px solid black; padding: 2px 5px;">Support</div> <div style="border: 1px solid black; padding: 2px 5px;">Window</div> </div>		ACTION TRACKER				
Action Files: Red Sweat PA						
Priority	Concern	Seriousness	Urgency	Growth	Process	
Medium	Confirm true cause	Low	High	Stable	PA	
Low	PA on dropping revenues	Medium	Low	Increasing	PA	
Sort By: Priority						
Action	Who	When	Notes	Status		
Perform chemical analysis on cleaning fluid	J. Schlick	11-18-98	Fluid product # 144	Cause Confirmed		
Check paint on all new life vests	J. Schlick	12-15-98		Completed		
Sort By: When		View: My Actions Only				
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid black; padding: 5px;">Send/Receive Action</div> </div>						

Fig. 83